

IT Patching Has Gotten Easier

Who (Or What) Gets The Credit?

by Ericka Chickowski

THE COWBOY DAYS of patch management weren't so long ago. IT managers were living in the now, playing from the hip with reactive patch policies. "People used to play it fast and loose," says Tom O'Reilly of CMS Energy. "Really it was mad mayhem. These days it is a lot more methodical and a lot more proactive about patches."

Just two years ago, his company had no formal patch management process. But that was before circumstances forced its priorities to change. "About 18 months ago, when the Blaster worm hit, that was

pretty much the turning point for us," O'Reilly says. "We didn't have any tools in place when that hit, and it really opened everyone's eyes as to why we couldn't be reactive about patching."

Because the business is in a critical niche, regulations also played a part in its effort to improve patch management, he says. "On top of that, Sarbanes-Oxley mandated that we had to have patch

management in place, and that happened right around the same time as Blaster," he says.

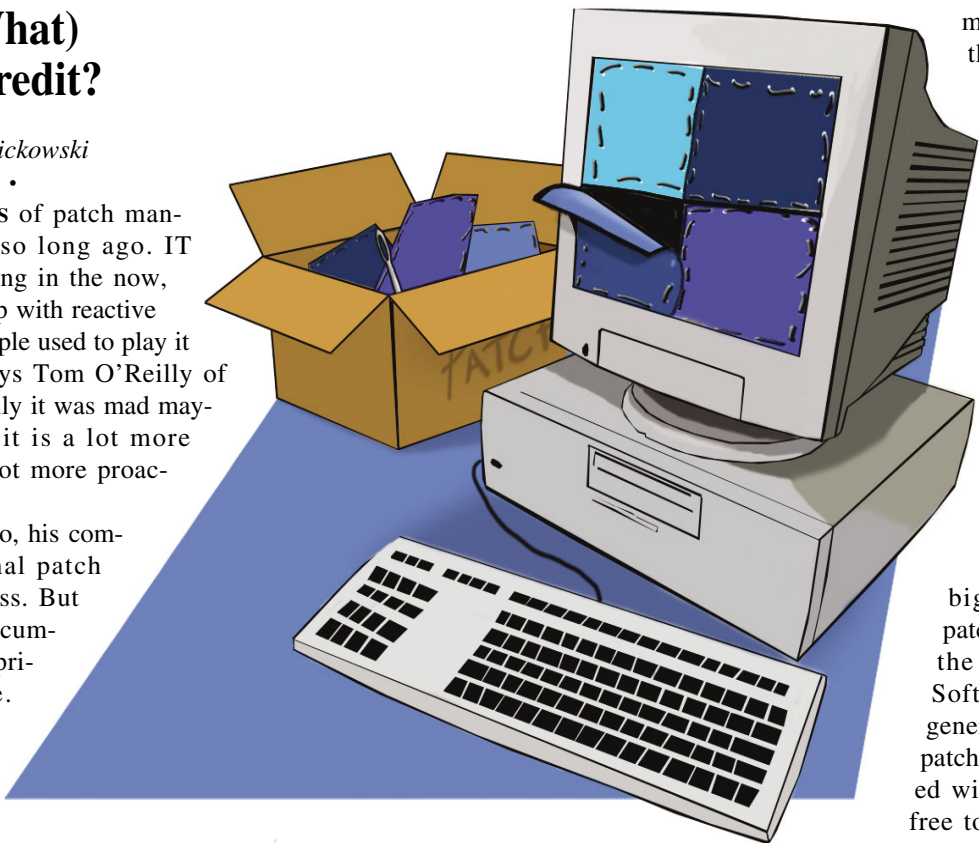
Through a combination of better tools, better patch schedules on the vendors' parts, and just plain necessity, managers such as O'Reilly are getting better at change management. The process of managing patches is no longer the trial it once used to be.

Better Vendors

For many IT managers, a big part of the reason why patching has become easier is the cooperation of vendors. Software manufacturers have generally heard IT's cries over patch management and responded with scheduled patching and free tools to help ease the pain.

Microsoft is especially key, as it's the biggest bellwether in the patching game. If Microsoft products are difficult to patch, then it will be an arduous process for

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Bluetooth: The Next Big Threat?

What You Need To Know To Protect Your Company's Data

by Chris Jackson

WHEN IT COMES TO security, convenience always comes at a price. Bluetooth connectivity is no exception. The initial premise

of Bluetooth was that all your electronic devices would connect wirelessly over a piconet, freeing you from USB, PS/2, and serial cables. Yet security experts have uncovered numerous

vulnerabilities in various Bluetooth implementations that pose a potential threat to your business. To help minimize your exposure to the risks of Bluetooth devices, we'll discuss the common threats, as well as some recommendations from experts in the security field on how to mitigate the risk posed by Bluetooth.

Bluetooth Basics

Bluetooth devices operate in an unregulated radio frequency with ranges up to 30 meters. Devices that incorporate Blue-

tooth connectivity range from keyboards and mice to cell phones and PDAs. Whether it's used to synchronize your PDA, cell phone, or computer or to free your desk from cable clutter, Bluetooth largely relies upon the vendors' security implementation to protect your information. And like any wireless technology, its signal can be read further than expected, in some instances up to 1 kilometer away.

How does Bluetooth expose your business information? Largely through cell phones and PDAs. Bluetooth keyboards and mice are relatively safe once "bonded" to their computer systems. They also rarely travel outside of the office, unlike PDAs and cell phones. The greatest vulnerabilities are bluesnarfing, bluebugging, and bluejacking.

Bluesnarfing. The greatest exploit currently available relies

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COVER FOCUS

Patches, Updates & Fixes

Tired of trying to stay on top of all the patches and updates needed to keep your data center up and running? We offer strategies for feeling less overwhelmed, deciding how critical a patch really is, and testing patches and updates before deployment.

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The CIAS has two basic goals: to find innovative cybersecurity solutions and to produce trained professionals to deal with the problems.

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■ **AMD** released its Athlon 64 X2. ■ **Barracuda Networks** expanded the Barracuda Spyware Firewall line. ■ **Buffalo Technology** announced a Gigabit version of the LinkStation Network Storage Center. ■ **Computer Associates** launched its eTrust Anti-Spam utility. ■ **FullArmor's** IntelliPolicy for Clients 1.5 adds user privilege management to Win2000 and later OSes. ■ **Ittronix** announced the Duo-Touch Tablet PC. ■ **Macromedia** released Macromedia Breeze 5 online conferencing software. ■ **Net Optics** added a new feature to its Bypass Switch line. The Heartbeat monitors links and applications to make sure they're available. ■ **Sage** announced an updated version of its ACT! 2005 Link software. ■ **Woodstone bvba** introduced Servers Alive 5 for Windows-based network monitoring.

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MarketPlace  **NEWS**

GOOGLE, WHICH HAD its IPO last August, originally offering shares for \$85, is now the most highly valued media company. The company, which has a market capitalization of more than \$80 billion, surpassed Time Warner with its capitalization of \$78.1 billion. Google is still far behind Time Warner in terms of sales though: Google posted sales of just \$3.2 billion last year; Time Warner had \$42 billion. While some analysts fear Google may be overvalued, many analysts believe the stock could exceed \$325 a share.

IT SALARIES INCREASED for workers with certain niche skills, Foote Partners reports. Factors contributing to the higher salaries include a strong economy that has added some new jobs recently, the hot merger and acquisition market, and government regulations. Foote Partners ranked the highest-paying skills as project-level security, RAD/Extreme Programming, VoIP, and Storage/SAN. The categories showing the greatest growth include applications development tools and languages; messaging, email, and groupware skills; and networking and Internet-working skills.

AT THE RECENT TECHED 2005, Microsoft's CEO Steve Ballmer announced the software giant is putting more effort toward providing infrastructure and tools for "a new way of work." Ballmer noted an increased emphasis on mobility, with Microsoft's Visual Studio Tools for Office, the upcoming Microsoft Exchange Server 2003 Service Pack 2, and the Messaging and Security Pack Feature for Windows Mobile 5.0. Ballmer also hinted that, in the future, Microsoft Outlook could

become a centralized platform to link together Office applications with different forms of enterprise applications.

APPLE CEO STEVE JOBS confirmed that Apple will begin using Intel chips in its Macintosh computers starting in June 2006. By the end of 2007, all Macs will ship with Intel processors. The company says it is “very far along” in transitioning the Mac to Intel processors; every release for OS X in the last five years has been compiled for Intel’s processors. Migrating Mac apps to the Intel platform will be made easier with Xcode 2.1, which lets developers compile binary apps that run on PowerPC and Intel processors. A new technology called Rosetta will help in translating PowerPC apps for the Intel environment.

ACCORDING TO CONSULTING firm DiamondCluster International, the number of buyers satisfied with the providers of their offshore outsourcing has fallen from 79% to 62%. The firm's annual survey of IT outsourcing also revealed that 51% of buyers are terminating their outsourcing relationships earlier than scheduled. Although critics of offshoring worry about the effects of job losses on the economy, a report from the Information Technology Association of America shows that sacrifices by U.S. IT workers actually improve the U.S. economy.

UNITED AIRLINES WILL BEGIN offering in-flight Wi-Fi service beginning sometime next year, allowing passengers to check email and surf the Web while flying. United will be the first domestic airline to offer the service, although carriers such as Lufthansa and Japan Airlines already offer the service on international flights. The airline has not

yet determined a price for the service, which will use United's existing airline phone network operated by Verizon.

THE EUROPEAN COMMISSION, the EU's antitrust committee, responded favorably to Microsoft's latest concessions related to the antitrust case. The concessions involve Microsoft implementing its new product interoperability strategy worldwide and creating more royalty licensing plans and customization options. These new proposals will be presented to other companies before the EC makes its final decision.

CISCO AND YAHOO! are working together to create a new email authentication system that will help in the battle against spam and fraud. The system, called DomainKeys Identified Mail, combines Yahoo!'s DomainKey authentication technology, which verifies a sender at the DNS level, and Cisco's Internet Identified Mail, which ensures consistency of header signatures as messages are pushed through the system. The two companies are working to make DKIM a Web standard and plan to offer the technology on a royalty-free basis to other companies in the industry.

CITRIX ANNOUNCED ITS PLANS to buy NetScaler, Citrix's third acquisition in about a year. NetScaler specializes in traffic compression and balancing technology to quickly transport data between Internet servers, improving the speed and reliability of Web sites and private corporate networks. NetScaler's clients include Google, MSN, Amazon.com, and United Airlines; it estimates that 75% of all Web users go through its services every day. Citrix will pay \$300 million in the deal, which includes both cash and stock.

A JURY IN FEDERAL COURT has ordered Microsoft to pay \$8.9 million to Guatemalan inventor Carlos Armando Amado for infringing on Amado's 1994 patent on technology linking Microsoft's Excel and Access programs. Amado says he created the software, which uses a single spreadsheet to link the two programs, and filed for a patent in 1990. Two years later, when the patent was still pending, he tried unsuccessfully to sell it to Microsoft. The jury dismissed the other nine counts Amado brought against the software maker.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 15 major companies in the technology market.

Company	Symbol	Year Ago	June 1	June 8	% change from previous week
Avaya	AV	N/A	\$8.75	\$8.80	▲ 0.57%
BEA Systems	BEAS	N/A	\$8.43	\$8.28	▼ 1.78%
Computer Associates	CA	\$27.82	\$27.35	\$27	▼ 1.28%
Cisco Systems	CSCO	\$23.82	\$19.62	\$19.41	▼ 1.07%
Dell	DELL	\$35.10	\$40.44	\$40.41	▼ 0.07%
Electronic Data Systems	EDS	\$17.76	\$19.75	\$18.95	▼ 4.05%
Google	GOOG	N/A	\$287.70	\$279.56	▼ 2.83%
HP	HPQ	\$21.75	\$22.68	\$22.43	▼ 1.10%
IBM	IBM	\$90.46	\$76.84	\$74.80	▼ 2.65%
Intel	INTC	\$28.64	\$27.33	\$27.10	▼ 0.84%
McAfee	MFE	N/A	\$28.30	\$27	▼ 4.59%
Microsoft	MSFT	\$26.77	\$25.84	\$25.40	▼ 1.70%
Oracle	ORCL	\$11.71	\$12.86	\$12.67	▼ 1.48%
Red Hat Software	RHAT	N/A	\$12.49	\$11.97	▼ 4.16%
Sun Microsystems	SUNW	\$4.34	\$3.90	\$3.62	▼ 7.18%

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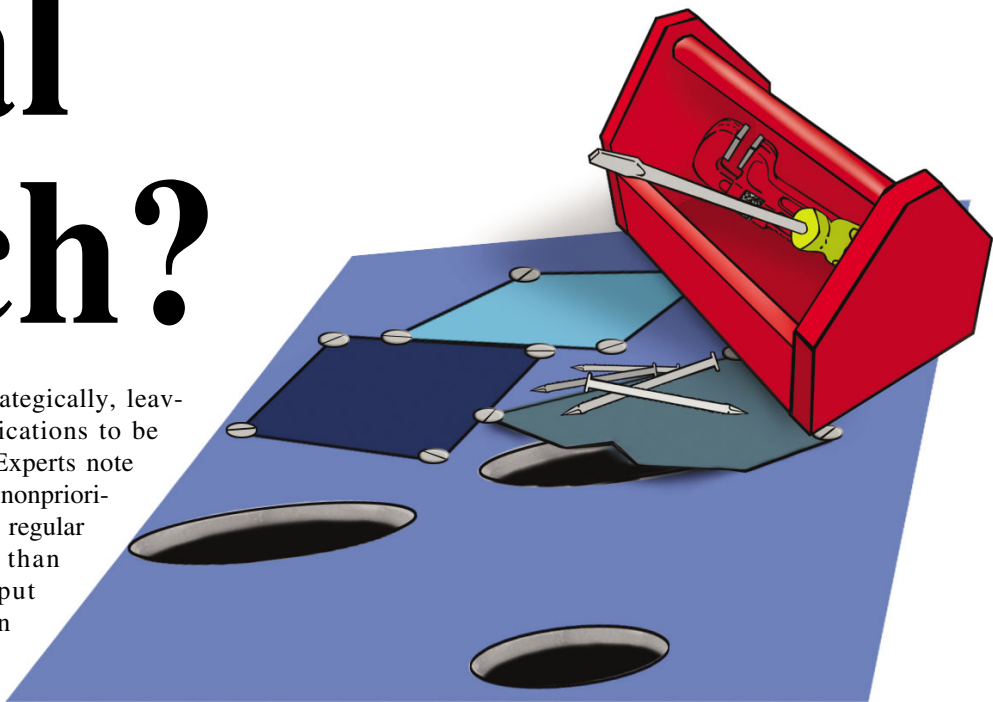
How Critical Is That Patch?

Know When To Plug The Holes & When To Leave Them Open

by Elizabeth Millard
• • •
THANKS TO SUCH speedy changes in development, software applications are constantly being updated to incorporate new security protections, additional features, and interoperability controls.

Although the march to perfection is good for small to midsized enterprises that want to keep their systems fresh and strong, it can also be a wearisome task to keep up with all the changes.
For many companies, the headache can be lessened by employ-

ing patches strategically, leaving some applications to be patched later. Experts note that scheduling nonpriority patches on a regular basis, rather than scurrying to put every patch in place as soon as it's available, is a better use of time and resources.



Patch Application Matrix

Small to medium-sized enterprises should create a chart similar to the one below to specify the business risk of a breach in security and the downtime allowable for meeting patching requirements.

Application	Business Risk	Critical Patches	Medium Priority Patches	Low Priority Patches
Desktop OS	Medium	After hours	Weekend	Weekend
Desktop products	Medium	After hours	Weekend	Monthly
Email client	High	Intermediate	After hours	After hours
Firewall	High	Intermediate	Intermediate	After hours
Printer server	Low	After hours	Weekend	Weekend
Web application server	High	Intermediate	Intermediate	After hours
Web database server	High	Intermediate	After hours	Weekend

SOURCE: ROBERT FRANCES GROUP

Management Office

Because every IT environment is slightly different, patch management strategies don't come in a one-size-fits-all solution. But, in general, there are several ways to evaluate whether a patch is critical or just nice to have.
The first step for this process is establishing a solid assessment procedure, according to Microsoft. Companies need to take stock of what's in their current inventory of computing assets, from Web servers down to print servers and desktop operating systems.
For IT companies using a Windows-based system, there will likely be a number of components already being updated

by Microsoft's Software Update Services. However, security systems and standalone computers aren't part of a managed infrastructure, Microsoft notes, which means they must be manually checked to make sure that the latest software updates have been installed.
The criteria to use when deciding what to install and when to install it, for Microsoft as well as other vendors, is determined by the effect an unpatched application will have on the company's overall technology environment. If an isolated system has a moderately used application, IT administrators can patch it when it's convenient. But if the patch is for the company's main database,
Go to Page 8, Column 1

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IT Patching Has Gotten Easier

Continued from Page 1

everyone. “Microsoft is a lot better than they were,” O’Reilly says. “They have actually been pretty responsive.”

Rather than constantly throwing unscheduled and poorly tested patches and updates out to beleaguered admins, Microsoft is taking its time with more thorough patches on a monthly schedule. It has also bulked up its offering of free patching utilities to improve the process.

“As far as free product goes, what they offer is pretty amazing,” O’Reilly says, explaining that working for a utility company forces him to be frugal because big expenditures mean a rise in power prices, which must be well-justified to the public.

Investing In Tools

It is debatable whether the efforts of manufacturers such as Microsoft have really been the miracle balm for relieving the patching headache. “To us, it doesn’t matter,” says Chad Gniffke of InHouse IT about regular patch schedules. He says the reason his company is able to easily handle patch management is not because of the outside forces at play but instead because of the investment and commitment it made a year ago.

Last June InHouse IT purchased Kaseya, a patch and system management tool that has automated much of the patching process on the thousands of machines that InHouse IT manages. “We started using Kaseya a

year ago, based on need,” Gniffke says. “It was obvious to us that we needed something to help us, or we were going to have to go to clients and tell them we were going to have to be in their offices for double the amount of time in order to manually stay up-to-date with patches. That wasn’t an option.”

Combined with a collection of homebrewed tools, InHouse IT is able to fully automate the process and generate reports to update staff about changes made on all machines managed by the company. And even O’Reilly at CMS Energy can’t depend on Microsoft’s and other vendors’ utilities alone to carry out the process. He supplements manufacturer tools with HFNetChk, low-cost patch management software from Shavlik.

Sound Strategy

Whether using free tools or expensive ones, improvements in the patch game have depended on sound operational strategies, as well. “Right now we have it scheduled so that when Microsoft releases a patch, we have set up a number of machines that are guinea pigs,” O’Reilly says. “They are a mix of different users who act as a pretty good representation of our clientele, and they get it first.”

After installing on these test machines, he waits a week to be sure there aren’t any problems and scans patch-related mailing lists for user

Processor.com

warnings about bad patches. If everything turns up clear, he uses a combination of vendor tools and HFNetChk to roll out the patches on everyone’s machine.

Even with the help of Kaseya, Gniffke has had to adopt a workable strategy for success. Though the program has helped his company ease the process, it wouldn’t be possible without bringing in a full-time employee to manage the system. “We have a single point of responsibility for patches,” he says. “We really need that full-time person to make sure everything runs smoothly.”

Benefits

No matter what the reason for improvement, managers such as O’Reilly and Gniffke have seen the benefits of better change management. Since investing in its tools, Gniffke says that the dividends are clear.

“One area that has been a huge benefit is that none of our businesses need to do patch management during business hours,” he says. “We’ve seen less emergency response issues due to patching, and it really has made our end-user experience better since we streamlined the process.”

By The Numbers

- The market for patch management tools is growing exponentially. Analysts believe that the niche will be a \$300 million market by 2008.
- According to the Yankee Group, it can cost businesses up to \$300 per patch per machine using a fully manual process for patch management.

BlueTooth: The Next Big Threat?

Continued from Page 1

on flaws in several cell phones and PDAs that use Bluetooth. Bluesnarfing relies on two things: Bluetooth being enabled on your device and your device being in discoverable mode. By bluesnarfing a hacker can retrieve your contact lists, your calendar, and any other data stored in the device. Hackers can access your device surreptitiously from up to 10 meters with easily available equipment and software. Although the Bluetooth industry would have you think this is unlikely, think of all the public places you carry

Think of bluejacking as spam for your cell phone.

your PDA or cell phone. Security experts have even created devices that can increase the range of your vulnerability up to 1 kilometer.

Bluebugging. Like bluesnarfing, bluebugging allows an attacker to access your cell phone’s data and also use your cell phone for outbound calls. By connecting over Bluetooth to your cell phone, the intruder could eavesdrop on conversations near your phone, impersonate text messages, and record cell phone conversations. Intruders could also modify existing data on your cell phone. Bluebugging currently only affects cell phones, but as PDAs morph into cell phones, the risk to your company data will increase.

Bluejacking. Bluejacking is one of the more innocuous vulnerabilities in Bluetooth. Think of bluejacking as spam for your cell phone. Miscreants can send business cards anonymously to your device and usually do so just for entertainment. They can’t access or modify any of your data, but they can definitely annoy you.

The Future

As with the vulnerabilities discovered with 802.x wireless networks, administrators are discovering that Bluetooth devices can expose more data than is acceptable. With

Bluetooth being incorporated in millions of devices, the chance that your business could be affected by Bluetooth vulnerabilities increases every day.

Minimizing the danger posed by Bluetooth devices is a difficult task. Most vendors simply tell you to configure your device as “undiscoverable.” However, this doesn’t prevent some devices from being exploited. According to Bruce Schneier, CTO of Counterpane Internet Security, the best thing you can do to mitigate your exposure is simply to not use Bluetooth devices in the workplace.

Disabling Bluetooth connectivity can be done on most devices, although not all. And finding out which devices in your enterprise utilize Bluetooth can be a challenge. If you’re concerned that Bluetooth devices may be slipping under the radar, devices such as AirDefense’s BlueWatch and Red-M’s Red-alert PRO can help you identify Bluetooth devices in your business.

Risk vs. Reward

Any new technology can pose an unacceptable risk to your business during its infancy. Determining when the trade-off between security and convenience is acceptable can be difficult without knowing the nature of any vulnerabilities in the technology. As Bluetooth devices become more commonplace, it’s incumbent upon IT managers to proactively manage them until their security implementations improve.

Action Plan

Inventory your existing Bluetooth devices using tools such as AirDefense’s BlueWatch and Red-M’s Red-alert PRO

- ✓ Disable Bluetooth functionality whenever possible on the devices you’ve uncovered.
- ✓ Configure devices to be undiscoverable.
- ✓ Check with your vendors to see if you’re running the latest firmware on any devices that require Bluetooth functionality.
- ✓ Don’t store mission-critical data on devices that leave your company premises.

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How Critical Is That Patch?

Continued from Page 1
which is used by all company personnel, IT would be wise to start patching quickly.

SMEs can save time in the long run if they use the initial assessment of the company's technology assets to create an update schedule specifying which systems get patched regularly. The plan should also include which individuals are responsible for patching each system, says John Baschab, co-author of "The Executive's Guide to Information Technology."

Putting one person in charge of all updates can backfire if that person has additional responsibilities. It's better to assign updates to whoever is in charge of that system. For example, the person who takes care of desktop support should be in charge of desktop patches.

"Updates can be assigned according to area of specialty or expertise," says Baschab. "That way, it's part of a routine and doesn't feel overwhelming."

In creating a patch plan, IT managers should look at areas of risk, says Chad Robinson, senior research analyst at IT consultancy Robert Frances Group. He notes that many enterprises don't consider email clients to present a high business risk because other tasks can be done while the email client is down. But for many companies, this kind of thinking could lead to a skewed sense of risk.

"Email clients represent one of the most common sources of infection from viruses and worms," Robinson says. "So they pose a risk to other systems in the enterprise."

Experts note that scheduling non-priority patches on a regular basis, rather than scurrying to put every patch in place as soon as it's available, is a better use of time and resources.

Therefore, they should be patched as soon as an update is made available, he adds.

Eyes & Ears

IT managers should also monitor Web sites and security mailing lists that aren't vendor-related, advises Robinson, to find out about breaking security news that might require a patch. Symantec has a solid track record of issuing alerts about new patches, but some vendors aren't as stellar. Robinson notes that product vendors have been known to be "relaxed in their classification risk levels" in an attempt to downplay product flaws.

Three reputable security research firms that often contain patch infor-

mation on their sites are Secunia, Sophos, and F-Secure; they also contain links to patches in their security alerts. Whether the patches should be downloaded immediately or whenever it's convenient depends on severity of the flaw, says F-Secure Director of Antivirus Research Mikko Hypponen.

"Vulnerabilities are rated based on the danger that they pose to

users, how easily a system can be compromised, and whether the code is in the wild or was just created in a security lab," he notes. If a malicious hacker is able to take control of a system remotely and is spreading the code across the Web, then F-Secure and other companies will give it a high risk rating, such as "highly critical."

Security research firms often hold their highest rating, "extremely critical," in reserve for when it's really needed. If one of these ever does appear, Hypponen suggests that IT managers drop whatever they're doing and get their systems patched pronto.

"An 'extremely critical' vulnerability is just too dangerous not to

patch right away," he says. "This is true especially because exploitation of the flaw usually doesn't require any interaction on the part of the user. An attacker can just get in, whether someone opens the door or not."

Less critical ratings are used for vulnerabilities that can be patched later in the day, or whenever there's a free moment. These are typically items such as cross-site scripting vulnerabilities or privilege escalation flaws that might allow exposure of data to local users but don't open the whole system to attack.

Especially helpful on security sites are the extensive patches available. Often, the firms will supply equipment-specific patches or links so that an IT manager doesn't have to go back to the vendor or navigate through multiple security sites for the right fixes.

In general, patches can be managed with prioritization, with one eye toward breaking news. "Patching is like maintaining your house," says Hypponen. "You do regular maintenance based on what's needed, with the understanding that you'll need to act fast if the basement is flooding." ■

Procedures For Patch Deployment

The Robert Frances Group recommends developing certain patching system procedures. The sample chart below breaks down the ownership group for each task and who should be notified.

Task	Ownership	Notify
Monitor for vulnerabilities	Security group	CIO/CSO
Identify vulnerable systems and determine severity	Security group	CIO/CSO
Determine response until patch is available	Security group	Administrators
Implement response until patch is available	Administrators	Security group
Monitor for patches	Security group	CIO/CSO
Test patch for defects or adverse effects	Administrators	Security group
For defective patches, determine appropriate course of action	Security group	CIO/CSO, Administrators
Identify patch effects, such as reboots required. Using application matrix, determine when patches should be deployed.	Security group	CIO/CSO
Deploy patch	Administrators	Security group

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Presenting a Better Way

Critical Elements For Patch Testing Policies

Ensure That Software Fixes Don't Cause More Harm Than Good

by Tony Bradley
• • •

SOFTWARE VENDORS do their best to ensure their patches are stable and successfully resolve the issues they are intended to fix, but today's corporate network environments and diverse computer builds make it virtually impossible for any single vendor to account for every possible scenario. It is, therefore, imperative that patches be tested on systems that are representative of standard systems on your network to ensure there are no conflicts or incompatibilities before you deploy them.

Ed Skoudis, founder and senior security consultant with information security firm IntelGuardians, says, "Corporate patch management's most important aspects are competing concepts: thoroughness of testing and speed." Skoudis adds, "We need to optimize, to the extent possible, across both of these axes, although that is difficult. But timely patches applied after testing are crucial."

Your patch testing and patch management procedures have to account for these competing goals. The testing has to be thorough enough to essentially rule out any potential issues but not take so long that it impacts the overall integrity of your network security by leaving your systems unpatched.

Define Your Starting Point

In order to tell if the patch or update adversely impacts your systems, you have to know how the systems are supposed to work in the first place. You should create and define a base build for each of the standard configurations in use in your environment. You might have one build for desktops and another for servers, or you may break it down further if groups such as engineering, accounting, or Web developers have specialized hardware and

software that make their configurations unique.

The base build should detail the hardware and software installed on the system, as well as maintain a listing of the patches or updates that have already been applied. A change management group should approve any updates or additions to the base build and add the changes to the base build documentation.

Write It Down

As with any procedure or policy, it is best to have the steps clearly defined and written down. Not only does having a written process provide you with a checklist to use to ensure you follow the same steps each time, but if the primary patch testing team is unavailable, other personnel should be able to follow the patch testing process using the written documentation.

The patch testing documentation should describe each step of the patch testing process and include the base build descriptions or references to where the base build details can be found. The process should provide some examples of how the hardware and software are expected to behave for each of the standard build configurations, and it should include tests that IT administrators can perform to verify that the systems still function properly after a new patch is applied. Where possible, the documentation should include graphics or screen shots so that technicians following it know exactly what they should see during testing.

Use A Phased Approach

It is important that your company's testing process represents

your environment, but you don't want to impact the live production network. Do the initial testing on model systems that are clones of the systems the patches will eventually be applied to. You should have at least a couple systems configured for each of the standard base builds you have defined.

Ideally you should also remove or segregate your model computer systems from the live production network. You lose the benefit of testing in a model environment if flaws on the

functionality testing that you performed on the model systems, you can then proceed with rolling the patch out to the whole network.

Verify Successful Installation

Executing some tests to ensure that the systems still function properly is certainly a primary concern, but part of the patch testing process should also include making sure that

systems. It is also possible that you find out, days later, that the patch actually opens more critical vulnerabilities than it fixes and that you need to remove it immediately.

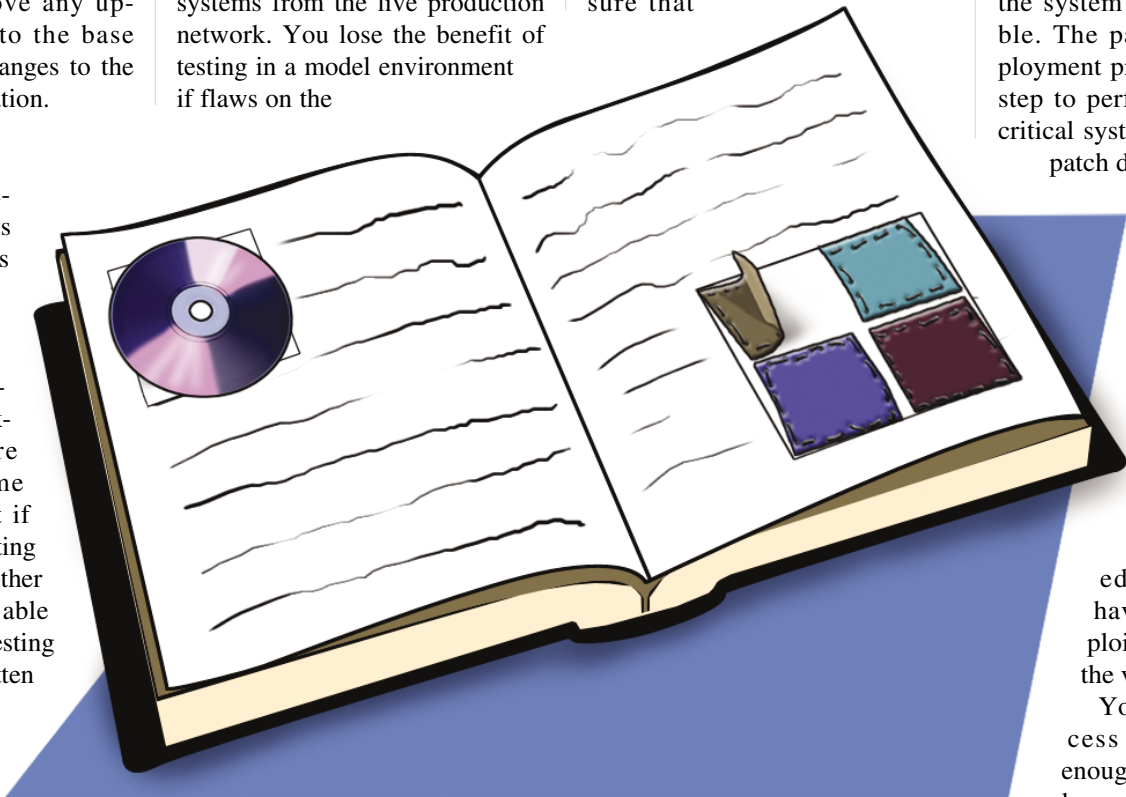
You should have a current backup for those patches that alter the system so they cannot simply be uninstalled, for patches from vendors who did not create an uninstall routine, or for situations where a patch renders the system completely inoperable. The patch testing and deployment process must include a step to perform a backup of all critical systems and data prior to patch deployment.

Expedite, But Don't Rush

Once a vendor announces a vulnerability and releases a patch to fix the flaw, a clock starts ticking in the race between getting the patch tested and deployed and having a malicious exploit to take advantage of the vulnerability.

Your patch testing process must be thorough enough to ensure the patch does not cause more problems than it solves but should

also be able to be executed in an expedited manner so you can get the patch deployed as quickly as possible to protect your network. ■



model systems somehow propagate or impact the production environment.

After you have successfully applied and tested the patch in your model environment, you should still proceed with caution. No matter how well you have defined and configured your model environment, there may still be minor differences in the production systems that may prove catastrophic when you install the patch or update.

Rather than unleashing the patch on the entire network, you should select a handful of machines representing each of the standard build configurations and implement the patch only on these devices first. After you perform the same patch verification and

patch actually installed and is working properly.

Within each of its security bulletins, Microsoft includes a section called "Verifying Patch Installation" under the heading "Additional Information About This Patch." In this section, you can find the Registry entries affected by the patch, new file versions you should expect to find once the patch is installed, and other configuration changes that happen by applying the patch.

You can use this information to create a checklist of items to look for to verify that the patch was installed for Microsoft applications or operating systems. Other vendors may include a similar list of changes and updates in the documentation included with their patches.

While it might not always be feasible, where possible you should try to validate whether the patch actually fixes the flaw it was intended to fix. You can try to simulate exploiting the vulnerability the patch is designed to fix. You should make sure that your model systems are separate or segregated from the production network, though, so any exploits don't spread to the live systems.

Uninstalling / Back-Out Plan

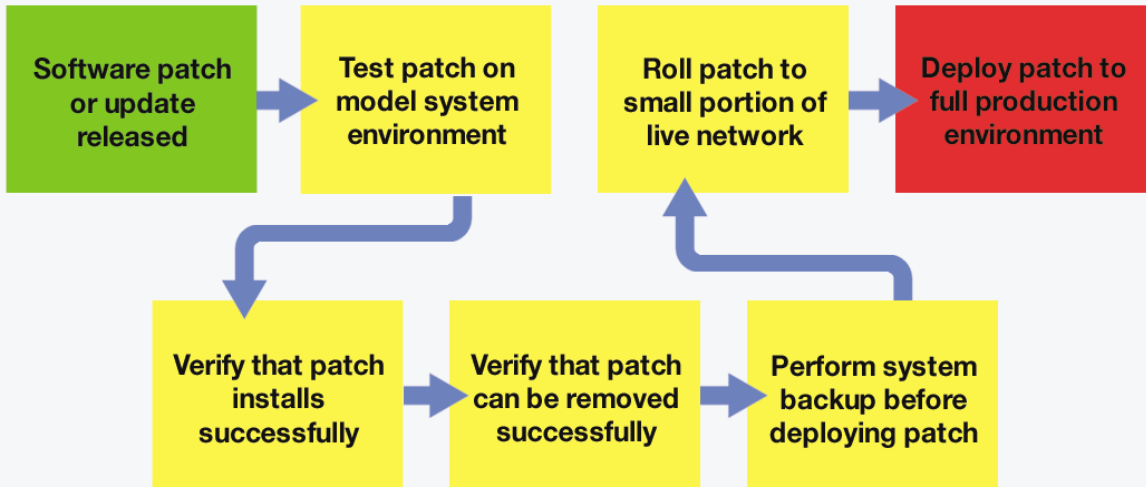
Regardless of how thorough your patch testing is, problems may still arise once the patch is deployed on the production

Patch Testing Considerations

Chris Davis, co-author of "Hacking Exposed: Computer Forensics," spells out five essentials of creating an effective patch testing procedure.

1. Establish a baseline from which your systems are going to be built.
2. Establish a baseline policy that specifies which team will maintain the baseline.
3. Establish a patch policy that identifies the people involved, the metrics by which patches are delivered, the process and contacts used to deliver patches, and the tools used to do all of this.
4. Establish a patch management team that identifies patches for different OSes, hardware, and applications; determines the criticality of the patch; and communicates the need for maintaining patch levels.
5. Involve other groups, such as network teams, and find and include people on meaningful and appropriate mailing lists.

The Patching Procedure



Patch Management Applications

New Features Help Streamline The Process

by Douglas Schweitzer, Sc.D.

SOFTWARE BUGS are pricey. According to a study by NIST, such problems cost the U.S. economy about \$60 billion annually. And until software vendors find bugs more promptly, organizations will have to put up with buggy software that requires patching on a regular basis. Unfortunately, if you're using, or are considering using, manual processes to stay on top of security alerts and patches, you'll quickly find yourself falling behind, vulnerable to attacks similar to what happened with the Code Red and Slammer worms and their brethren.

Attacks are even more likely on heterogeneous networks using a mix of operating system platforms. A better approach may be for your organization to automate the distribution of security patches for workstations and servers, thereby simplifying and shortening the patch management process and cycle. Fortunately, there are a good number of third-party tools available to help streamline this important process.

The Free Way

With some of its products beset with misconfigurations, Microsoft realized the need for a streamlined method for identifying the most common ones in its products. This led to the Microsoft Strategic Technology Protection Program and the development by Shavlik Technologies (www.shavlik.com) of the MBSA (Microsoft Baseline Security Analyzer). Available at no charge from Microsoft, MBSA is a scanning tool that searches for misconfigurations, recommended patches, and hotfixes for the OS and installed Microsoft components, such as Windows IIS and SQL Server on Windows-based computers.

Also available at no charge is the Microsoft SUS (Software Update Services) server. Developed with simplification in mind, SUS helps network managers keep Windows-based systems up-to-date with the latest patches and hotfixes by aiding in the deployment of updates to Windows

2000-based servers and for desktops running Win2000 Pro or WinXP Pro. For more information visit www.susserver.com, but bear in mind that SUS does not deploy service packs or deploy patches to application software such as Office, Exchange, or SQL Server.

Industrial Strength Solutions

GFI LANguard N.S.S. (Network Security Scanner) audits your network security, performs patch management, and automatically detects security vulnerabilities on your network. GFI LANguard N.S.S. checks your network for all potential methods a hacker might use to attack the network.

By analyzing the OS and applications running on your network, it identifies possible security holes. It plays devil's advocate and warns you about weaknesses before a hacker can find them, letting you handle them before the hacker can exploit them. Providing in-depth information about all your organization's machines and devices, GFI LANguard N.S.S. scans your entire network, IP by IP, and supplies information such as the service pack level of the machine, missing security patches, open shares, open ports, wireless access points,

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The scan results are outputted to an HTML report, which can be customized or queried, enabling you to proactively secure your network, for example, by shutting down unnecessary ports, closing shares, or installing service packs and hotfixes. For more information visit www.gfi.com/lannetscan.

Ecora Software's Patch Manager 4.0, with its optional agent technology, provides IT professionals with a simultaneous, single-console, agentless and agent-based deployment option to quickly deliver complete patch management for various computing environments. Patch Manager 4.0 offers the choice of agentless and agent-based architecture from a single console for the purpose of simplified administration and centralized reporting. This approach provides users with the most flexible and comprehensive automated patch management method that can support all systems, including laptop computers that only connect periodically to the corporate network, locked-down workstations, and servers located in DMZ environments.

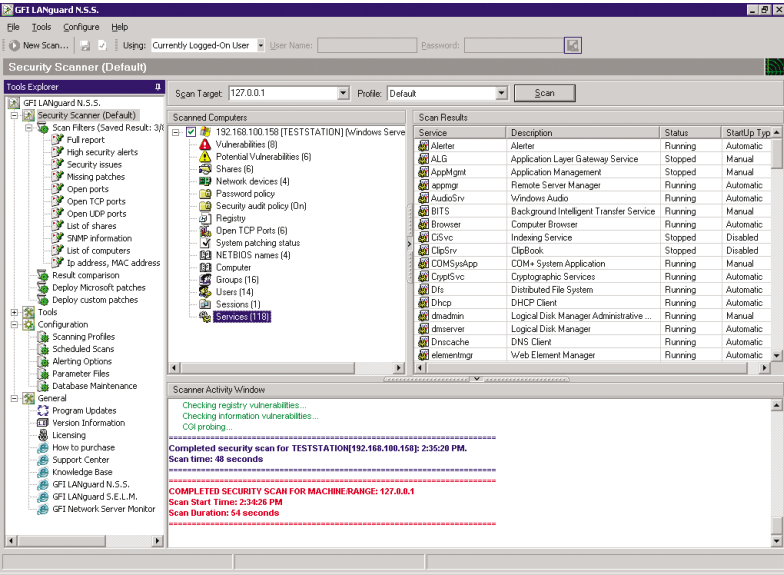
The Patch Manager optional agent also improves performance and scalability by reducing network traffic and minimizing bandwidth consumption. Patch Manager 4.0 for Windows and Solaris is available from Ecora starting at \$25 per node. For a free trial of Patch Manager 4.0, visit www.ecora.com.

WinINSTALL DAS (Desktop Availability Suite) from On-Demand Software takes an integrated approach to desktop life-cycle management. By using all the functions of this complete suite, IT admins don't have to manage the desktop by relying on patches alone. DAS' patch management capability leverages packaging functions, inventory, multiple software distribution methods, and replication for distributed environments.

The DAS reads Microsoft's Mssecure.xml file and shows all OS and application patch bulletins on a console display for easy reading. The user simply clicks, and the patch is downloaded and packaged for the desktop. Also available is the drag-and-drop method for distributing patches on machines that require the patch, automatically distributing the patch at login when machines have yet to be patched or scheduling the patch to run at a specific date and time. For organizations with distributed offices, WinINSTALL DAS can be set to schedule replication jobs to automatically replicate all patch packages to a local site rather than across the WAN.

Unlike other scanning products that rely on the MBSA database, the DAS inventories the actual hotfix level for all Microsoft operating systems and applications. In this way the DAS is able to provide a vulnerability assessment check on the OS, application, individual machine, and hotfix levels.

For the small to medium-sized enterprise, the DAS is appealing for its cost effectiveness. Needing no dedicated patch management servers to run the product, the DAS includes MSI packaging, software distribution, inventory and asset management, the ability to install operating systems and service packs, and personality and data transfer along with patch management at roughly the same cost as standalone patch management solutions. For additional information visit www.ondemandsoftware.com.



The GFI LANguard N.S.S. gives you a detailed look at the scan results from the computers it scanned.

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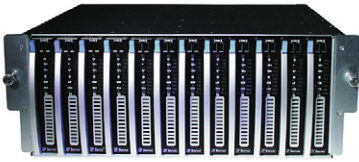
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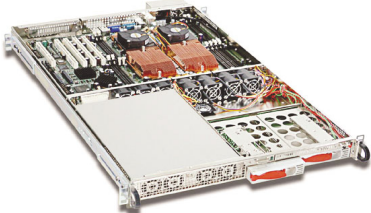
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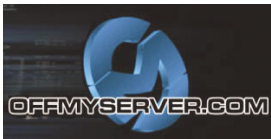
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PRODUCT RELEASES

Continued from Page 14

MOBILE COMPUTING

■ **Itronix** announced the Duo-Touch Tablet PC, a portable, wireless slate tablet PC for mobile professionals in industries such as telecommunications, utilities, government, and insurance. The product includes the Intel Pentium M processor 733, up to 1.2GB of DDR RAM, 128MB of shared video memory, optional integrated GPS receiver, a case that's optimized to handle tough conditions, and more.

NOTEBOOKS

■ **Gateway** introduced its new line of notebooks with the Gateway M250. The M250 series is a widescreen notebook that is both thin (measuring approximately 1.1 inches) and light (starting at 4.8 pounds). The M250 has a 14-inch widescreen WXGA display and comes with WinXP Pro or Home. The M250 E Series can share accessories including port replicators and AC adapters with other Gateway notebooks. The M250 is configurable with multiple battery options to best balance the trade-off between battery life and weight. It can be configured with up

to seven hours of battery life. The M250 series family starts at \$849.99 and is available in several configurations.

PROCESSOR, CHIPSETS & MEMORY

■ **AMD** is going dual core with the release of its Athlon 64 X2. The new processor contains two processor cores on a single die and uses the same 939-pin configuration found on current Athlon 64 processors. Current motherboards require only a BIOS upgrade to be compatible with the new Athlon 64 X2. The new processor can increase the performance of some desktop applications by as much as 22%, but digital media users will see the biggest advantage with some applications showing a 34% performance increase. Model numbers include 4800+, 4600+, 4400+, and 4200+ and are priced at \$1,001, \$803, \$581, and \$537 respectively (in quantities of 1,000).

SECURITY

■ **Barracuda Networks** announced the expansion of the Barracuda Spyware Firewall line that now includes the Barracuda Spyware Firewall 610 and 810 models. Both have RAID disk storage and other hardware

redundancy features, as well as a throughput of more than 200Mbps. The 610 and 810 models also use signature- and rule-based blocking techniques to protect against self-installing spyware. These firewalls take advantage of Barracuda Central, a control center that blacklists and blocks access to Web sites that contain spyware. These firewalls share access to the Barracuda Energize Updates, a Web site category list used to filter out inappropriate content.

■ **Computer Associates** launched its eTrust Anti-Spam utility for blocking unwanted and unsolicited emails and preventing "phishing" fraud attempts. Features of CA's offering include digital signature-based fraud protection and multiple language filters that properly display the language within the email. The eTrust Anti-Spam tool also has a challenge/response function to help users determine if the email in question is coming from a spam robot or an actual person.

■ **Red Earth Software** released Acceleration Server and Policy Patrol Web 1.0 for Microsoft Internet Security Acceleration

Server. The software is an Internet filter that lets administrators tailor filtering rules to individual users' responsibilities. The program offers several filtering features, including URL, keyword, virus, and spyware filtering. It also lets administrators set time and bandwidth restrictions. Policy Patrol Web integrates with ISA Server 2000/2004. Red Earth offers a free 30-day trial.

SERVERS

■ The **IBM** eServer xSeries 460 is the latest offering based on the company's eServer X3 architecture. Intended for highly scalable, always-on environments, the entry-level x460 is a four-way server but can scale to 32-way processing in an eight-chassis configuration. The dual-core-capable server boasts a larger cache processor performance, expandable memory and I/O resources, and simultaneous support for 32- and 64-bit programs. The x460 uses Intel's next-generation 64-bit Xeon processor MP, and X3 architecture delivers 60% greater eight-way performance than IBM's previous Xeon processor MP-based servers.

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New Internet-Filtering Appliances Help Reduce Time Spent Managing Internet Use

8e6 Technologies Adds To Its R3000 Product Line

by Tony Bradley

FILTERING THE CONTENT that comes into a corporate network from the Internet helps provide both value and security. By filtering the Web sites that users are allowed to get to, you can limit the amount of nonwork-related surfing, and by filtering out suspicious or malicious Web sites, the potential for bringing in malware from the Web can be reduced.

8e6 Technologies is helping companies add that value and security with two recent additions to its Internet-filtering appliance product line. The R3000IR is

aimed at filling smaller needs, with a maximum capacity of 1,500 simultaneous connections, while the R3000S replaces the R3000G as the new enterprise-class flagship of the product line.

According to 8e6 Technologies spokesman Eric Lundbohm, "8e6 has taken all of the features and functionality of the existing R3000G and added an SSL accelerator card for increased Web-based authentication throughput of approximately 30 user authentications per second—approximately 10 times that of the R3000G. The R3000S also includes additional memory and a

higher-end motherboard for increased Web-filtering capacity, as well—[approximately] 25% more than the R3000G. A single R3000S can accommodate approximately 30,000 users."

The R3000 appliances will not present a single point of failure for access to the Internet. They are highly scalable and have a variety of unique features, such as the Real-Time Probe, which allows an administrator to view a user's Internet usage in real time, or the X-Strike blocking policy, which establishes a threshold for the number of times a user can attempt to access an unauthorized Web site before his Internet access is completely blocked.

Lundbohm says, "All 8e6 filtering appliances include the same

software code and essentially the same features and functionality, which makes it easier to upgrade from one appliance to another, add additional appliances into a network if necessary, and simplify patch management. The main difference between each appliance is the intended size of the user base."

Both the R3000IR and the R3000S have robust, enterprise-class reporting capabilities. Because of the SSL authentication of the R3000S, it is capable of providing more detailed reporting, down to the individual user level.

The Internet content-filtering appliance market is growing, and there is competition for the 8e6 Technologies R3000. The 8e6 Technologies appliances are very competitively priced, particularly



SNAPSHOT

8e6 Technologies R3000IR & R3000S

R3000IR = \$3,995
R3000S = \$6,995

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against devices such as the St. Bernard iPrism, which uses a per-user licensing cost model. Avantis has a ContentCache appliance which, when combined with its ContentCache Central software management system, makes the devices scalable and simple to manage. However, the 8e6 Technologies' devices compare favorably in their management and scalability. **P**

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PRODUCT

RELEASES

Continued from Page 15

SOFTWARE

■ **BladeFusion** announced the BladeFusion SPE, production environment infrastructure software for data centers that are standards-based. Its agents provide monitoring and automated response capabilities for switches, blade servers, applications, and OSes. It also supports failover protection and N+1 redundancy. Pricing starts at \$4,900.

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■ **FullArmor's** IntelliPolicy for Clients 1.5 is the latest version of the software that adds much-needed user-privilege management to Win2000 and later Microsoft OSes. Specifically, IntelliPolicy withholds administrator rights from apps that don't really need them and have proven to have vulnerabilities, such as Outlook and Internet Explorer. Prices start at \$7 per client.

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■ **Macromedia** released Macromedia Breeze 5, online conferencing software that organizations can install behind their firewalls. This version of Breeze uses Macromedia Flash Player to let users enter online meetings instantly or gain access to on-demand presentations. Thanks to features such as

multicourse curriculum management, enhanced tracking and reporting, full-screen video, and expanded question and quiz types, businesspeople can make presentations and training assignments more engaging. The on-premise version of the software lets users combine directory services and existing network investments with a set of XML-based APIs to integrate Web capabilities into ERP, CRM, and portal-based applications. Breeze 5 users can also launch content created with other Macromedia tools, including Captivate, Dreamweaver MX 2004, and Authorware 7.

.....

■ **NetQos** is targeting its new NetQos Performance Center at such IT users as network engineers and operations staff, as well as managers and executives. The management portal is a Web-based system that lets users customize role-based management views. Users can create department-specific and other customized views. NetQos SuperAgent (performance monitoring) and NetQos Reporter Analyzer (for Cisco IOS NetFlow) now include NetQos Performance Center.

.....

■ **Sage Software** announced an updated version of its ACT! 2005 Link software for

synchronizing Palm OS platform devices. The update fully integrates ACT! 2005's contact and customer management software with handheld devices and lets users sync contacts, activities, and to-do items with an ACT! Database; map ACT! contact data fields; and view daily, weekly, and monthly calendars between base stations and handhelds. Registered users of ACT! 2005 and ACT! 2005 Premium for Workgroups can download ACT! 2005 Link for free.

.....

■ **WebBalanced Technologies** released a WebBalanced Office update, a hosted Internet-content filter designed for small businesses. The filter is scalable and provides features often reserved for packages that support larger enterprises. WebBalanced Office moves URLs and user data to Internet servers so that companies do not have to oversee in-house filtering. A 30-day trial copy is available at WebBalanced Technologies' Web site.

.....

■ **Woodstone bvba** introduced Servers Alive 5 for Windows-based network monitoring. System administrators can monitor server and service availability. The software includes a variety of options for

network checks and notification. Servers Alive is available as both a program and as an NT service. It can manage as many as 1,000 hosts and TCP, NT, and 2000 services. It also can perform checks of server disk space and of MS SQL server and Oracle databases. A system administrator can monitor HTTP/HTTPS Web servers and SNMP devices. Servers Alive 5 requires Win98/Me/NT 4/2000/XP/2003 and costs \$139 for the Standard edition and \$239 for the Enterprise edition. An evaluation copy is available for download.

STORAGE

■ **Accusys** introduced a new RAID configuration, 1+backup, on the ACS76510/ACS76500 RAID kit, aiming at the data protection market for limited-capacity storage. This kit has two disks that are mirrored to protect working data and a third disk that is a backup disk preserving data image created at a specific point in time. Features include automatic faulty drive detection and online data rebuilding, a GUI to let users monitor system and backup operations, and more. Accusys also introduced Triple Parity RAID technology that comes with some

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Remote Management App Gets An Update

CrossTec Releases NetOp Remote Control 8.0

by Joseph Pasquini

ANYONE WHO HAS EVER tried to support remote systems without the proper tools can attest to the challenges and frustrations often inherent with such a task. To address the needs of small to mid-sized enterprise administrators and professional users alike, CrossTec has introduced NetOp Remote Control 8.0, the most recent version of its remote management software.

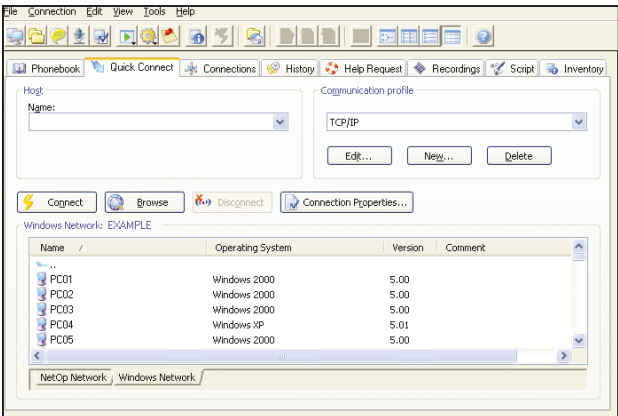
This version of NetOp offers several enhancements over previous editions. It now includes more granular methods of restricting and assigning remote control privileges, policies, and roles. In addition, both Active Directory and LDAP are supported. "It takes security to an entirely new level," says Robert

Rounsavall, product manager for NetOp Remote Control.

NetOp also features a new remote management console, which lets administrators perform remote maintenance on NetOp hosts without remote controlling the host's desktop or interrupting the host user. Administrators can view event logs, configure disk space, perform software updates, restart services, and run command files directly from the console.

Platform support has been extended in v8.0. NetOp guest and host support is now available for Red Hat Enterprise Linux 3.0, Linux Fedora Core II and III, and Linux Mandrake 10. Additional OSes supported include Windows, Linux, Solaris, OS/2, and DOS.

Communication speed has also been improved in this latest version. NetOp's



Name	Operating System	Version	Comment
PC01	Windows 2000	5.00	
PC02	Windows 2000	5.00	
PC03	Windows 2000	5.00	
PC04	Windows XP	5.01	
PC05	Windows 2000	5.00	

CrossTec NetOp Remote Control 8.0

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New version of remote control utility adds new remote management console, improved security and performance, and extended platform support

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unique GDI hooking method has been improved to optimize screen transfers. Other enhancements found in v8.0 include an improved gateway, a new HTTP communications profile, and support for IPv6.

Skeet Skaalen, director of engineering for Waitt Radio Networks, is currently in the process of upgrading over 100 stations nationwide to the latest version of NetOp. "We chose NetOp for its security, portability (the guest can be run off a keychain drive), its on-screen marking capabilities (used for training purposes), and its stability (our systems need to be very reliable because they provide the audio programming for the station)," said Skaalen.

Other competitors in the enterprise remote access market space include Symantec's pcAnywhere 11.5, LapLink Gold 12, Citrix Online's GoToMyPC, and Microsoft's Remote Desktop Connection utility. While the others require the use of both guest and host software, GoToMyPC, NetOp, and to some extent pcAnywhere use a Web-based approach for client access. In addition, the Remote Desktop connection is built into recent versions of the Windows OS. Of the pack, however, NetOp is the only remote control product offering support for such a wide range of OSes.

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PRODUCT RELEASES

Continued from Page 16

of its new SATA II RAID products. With RAID TP, a RAID group can continue operation under three-disk failure, so that the data integrity, as well as the system availability, can be effectively assured. Similar to RAID 5, RAID TP utilizes parity calculated from XOR engine to protect data segments in a RAID group.

.....

■ **Brocade** has expanded its line of Tapestry products with the addition of the Tapestry ARM (Application Resource Manager) and the Tapestry WAFS (Wide Area File Services). The Tapestry ARM handles intricate relationships between servers, OS images, program software and data, and storage resources, which Brocade claims will lower operating costs and free up IT resources. Tapestry WAFS helps users share files over a WAN but offers performance similar to a LAN. By installing a WAFS “core” in a data center and a WAFS “edge” at a remote site, Tapestry WAFS lets remote offices access files from the data center but keeps the files safely stored on the data center’s servers. Brocade also announced a collection of professional services and support offerings composed of

Brocade Enterprise Supplemental Support and Brocade Onsite Resident Engineer Staffing. These services include the following: SAN Migration Service, SAN Performance Optimization, SAN Best Practices and Preventive Maintenance, SAN New Technology Implementation, SAN Architectural and Capacity Planning, Backup and Restore Audit, and Storage Compliance Readiness Audit. Brocade will offer the services on a contract or project basis to its partners and customers.

.....

■ **Buffalo Technology** announced the release of a Gigabit version of the Link-Station Network Storage Center. These devices range in size from 160GB to 400GB and allow users to back up from one Link Station to another on the network by providing 10/100/1000Mbps LAN connections. These are preformatted storage products that feature Jumbo Frame technology, which increases the packet size of Ethernet traffic to allow higher transfer speeds. These products also feature Windows, Linux, and Macintosh compatibility and have a USB print server for a network printer. Prices for these storage options are \$369 for the 160GB device, \$469

for 250GB, \$569 for 300GB, and \$699 for 400GB.

.....

■ **MTI’s** Insight is a new storage infrastructure management and diagnosis tool that’s offered to subscribers on an appliance. Its in-depth reporting capability provides insight into storage resource allocation, data availability, and overall performance. MTI Insight also advises growing businesses regarding their infrastructure’s scalability, backup performance, and data lifecycle management policies.

.....

■ **RAID** released the 2U, rack-mountable Falcon II iSCSI storage system and new 8- and 12-bay 2U Falcon II SATA-2 appliances. The Falcon II iSCSI storage system features two independent iSCSI/Gigabit Ethernet host interface ports and can accommodate up to 4.8TB of capacity. The 8- and 12-bay 2U Falcon II SATA-2 feature interconnects supporting U320 SCSI and FC2. All of RAID’s new offerings come with StorageWatch 24/7 real-time remote monitoring and administrative services.

.....

■ **Sony Electronics** introduced two new SAIT mini library models, the single-drive

CSM-20S/S1 and the two-drive CSM-20S/S1-2, designed for small to medium-sized businesses. Both configurations feature a 5U, rack-mountable form factor; 10TB of native storage capacity; and up to 60MBps transfer rates (CSM-20S/S1-2). The libraries are both WORM-enabled devices and feature password-protected electromagnetic locks and mechanical key locks. The CSM-20S/S1 has a suggested list price of \$17,995, while the two-drive CSM-20S/S1-2 lists for \$25,990.

TELEPHONY & VoIP

■ **Patton** announced the new SmartNode Model 4830 Series Multi-port VoIP Integrated Access Router with integrated WAN ports. The SmartNode 4830 connects directly to existing NTUs with serial ports (such as V.35 or X.21) to provide data and VoIP services. The SmartNode 4830 combines a multi-port analog VoIP gateway, a feature-rich QoS IP router with VPN support, and an integrated sync-serial WAN port into one device. The 4830 has dual 10/100 Ethernet ports, one of which connects to the Ethernet LAN, while the other provides a separate link to another device. SmartNode supports SIP and H.323 protocols.

Intuitive & Flexible Patch Management

Symantec LiveState Patch Manager Helps To Enhance Overall Level Of IT Service & Protection

by John Brandon

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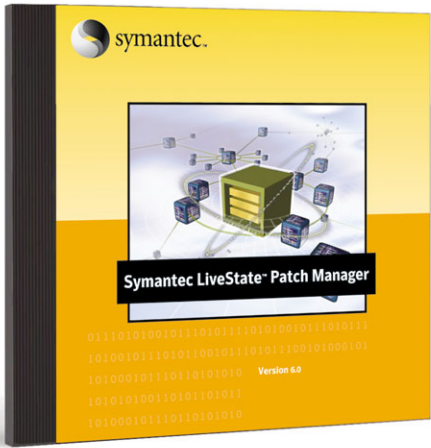
SECURITY MANAGEMENT in the IT infrastructure is sometimes a tail-chasing exercise. Protecting computer assets from viruses and other security threats is challenging enough. However, one particularly troubling process involves security patches. With new security threats appearing almost daily, patches are required to combat the new techniques that hackers and other criminals invent to exploit network resources, enterprise applications, and email clients. The window between a new patch and a new threat is squeezing tighter each month, with no reprieve in sight.

Along with the entire LiveState client management suite, Symantec’s LiveState Patch Manager helps minimize tail-chasing routines by automating security management. The enterprise tool, which wraps nicely into the company’s Enterprise Security Manager, can automatically download, test, and install security patches on hundreds of PCs and mobile devices such as smartphones and laptops. The “agent-based” approach means the Patch Manager can run locally, detecting network traffic and adjusting the patch process as needed. The agent works in conjunction with existing systems

over encrypted connections and supports offline devices such as PDAs.

“In light of the potential costs and revenue losses associated with security breaches, mass outages, loss of productivity, or the loss of customer confidence, the expense of implementing a patch management solution is minute,” says Thom Bailey, director of product management at Symantec.

Some of the benefits of using LiveState Patch Manager have to do with security management costs. According to Gartner



SYNOPSIS

Symantec LiveState Patch Manager

Automates the security patch process as more and more viruses and other harmful enterprise intruders appear

www.symantec.com

Group, manual security patching costs about \$300,000 per year for 1,000 servers. For a cost that starts at under \$10,000 for a midsized company, the Patch Manager relieves some of the tediousness of manually patching Microsoft-certified systems and open-source assets. The tool allows IT admins to sort and group domains and subdomains by IP address for better tracking and supports robust reporting for executive summaries and date-specific patch status.

LiveState Patch Manager compares favorably to patch management solutions from ManageSoft in how it integrates in mixed Microsoft and non-Microsoft environments. Shavlik Agents 5 has the edge in terms of multilanguage support and integration with other Shavlik management suites. (Symantec licenses technology from Shavlik for its LiveState Patch Manager.)

Of course, while an agent-based approach fits in many IT organizations, those who have chosen an agentless management suite may need to re-evaluate their approach or hire a systems integrator to realize the benefits of local security intelligence. **P**

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The Security Marketplace Is Poised For Growth

EACH WEEK, MarketWatch gives you a quick look at what’s happening in a particular product market so you can make better decisions for your company. We interview industry analysts, product manufacturers, and other experts and combine their comments with the latest statistics and market outlooks for a well-rounded perspective. This week’s focus is on security.

by Chris A. MacKinnon

THE IT SECURITY MARKET is holding its own as companies beef up security and invest in new technologies. On the whole, things are looking good, and when broken down, most market segments also seem to be peaking. From a global perspective, the Asian market, most notably China, is booming right along. And the global managed security services market is also performing well. IT security spending is up, and Microsoft, believe it or not, has just entered the market with a big splash.

The Old Faithfuls

Global security leaders Cisco Systems, Symantec, and VeriSign have stayed on top over the past while. Global revenue reached the \$13+ billion figure in 2004. In a report last year, the Yankee Group divided the global security market into three multicategory components: threat mitigation, command and control, and managed services. The report found that threat mitigation represented 42% of the market at \$5.4 billion. The command and control segments accounted for \$5.2 billion, or 40% of the market, and the managed security services segment represented 18% of the market at \$2.3 billion.

The report also warned that market leaders should keep their eyes on Microsoft, after the company improved security capabilities with Windows OneCare, a subscription-based security service that will safeguard data stored on PCs and also protect users against viruses and spyware. The report also recommended watching several privately held companies such as Arbor Networks, Sana Security, and Determina.

The Global Angle

IDC says the People’s Republic of China IT security market generated \$265 million worth of revenue in 2004, according to the company’s latest report, “China IT Security Market Analysis.” This represents a revenue growth rate of 31.2% over the previous year. IDC also says the market will achieve a high compound annual growth rate of 28.3% from 2006 to 2009, reaching upwards of \$921 million in 2009. A separate industry firm is purporting

that the Asian Pacific Internet security solution market is expected to grow more than 150% to \$4.9 billion by 2008.

But China isn’t the only global player showing strong growth. According to research firm Canalsys, the EMEA (Europe, Middle East, and Africa) IT security market reaped in over 530 million euros (about \$666 million U.S. dollars) in end-user value in Q4 2004. The full calendar year saw the market grow by 32%, reaching 1.8 billion euros (about \$2.2 billion U.S.). The highest growth segment was the infrastructure security market, which increased by 65% year on year in Q4 2004. The expandable security device category led the way within this segment, as market value more than doubled.

Soaring Segments

There are two specific security market segments worth noting here, the SEM (security event management) market and the compliance and policy management market. Both of these markets have been experiencing exponential growth and are expected to continue the same over the next few years. The Yankee Group says enterprises will spend \$330 million on SEM solutions in 2005 and will grow at an annualized growth rate of 30%, topping \$800 million by 2008. SEM solutions are repositories that help centralize the logging and reporting of security events; they also help security administrators develop policies, respond faster to virus and hacker threats, and improve defenses. The Yankee Group attributes the growth to a shift toward holistic security management by enterprises that are grappling with continuing compliance concerns and increased network threats.

As for compliance and policy management, the Radicati Group says the market will hit \$369 million in 2005 and should reach the \$1.2 billion mark by 2009. Analysts from the Radicati Group are attributing the market growth to regulations such as SEC 17a-4, HIPAA, NASD 3010, and the Sarbanes-Oxley Act.

Other Tidbits

Gartner claims that the managed security services segment is

one of the fastest growing segments in the security marketplace. The research firm reports that by the end of 2005, 60% of enterprises will outsource the monitoring of at least one network boundary security technology. The Yankee Group also reports that the managed security services market will grow by more than 25% in 2005. Analysts

from the Yankee Group expect the growth to continue over the next five years, fueled by a growing demand for security solutions and cost control measures.

According to market research company MindBranch, IT security spending is expected to show strong growth from 2005 to 2009. Mindbranch analysts say the main growth areas during this five-year

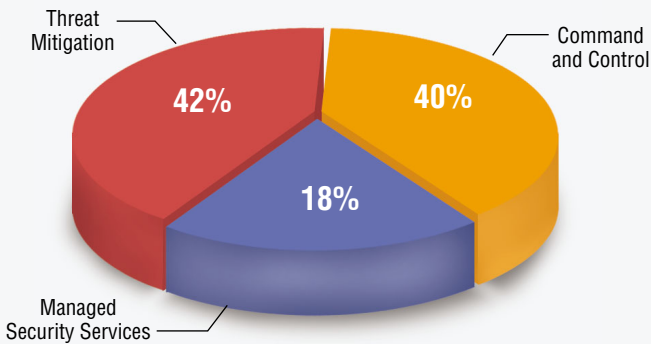
period will include wireless and application security solutions, biometric technology, content management software, outsourcing, and security appliances.

The next few years in the security market are poised for prosperity. It doesn’t depend on whom you talk to, as most analysts agree that the market is just as strong as ever. ■

The Security Marketplace

The Global Security Market

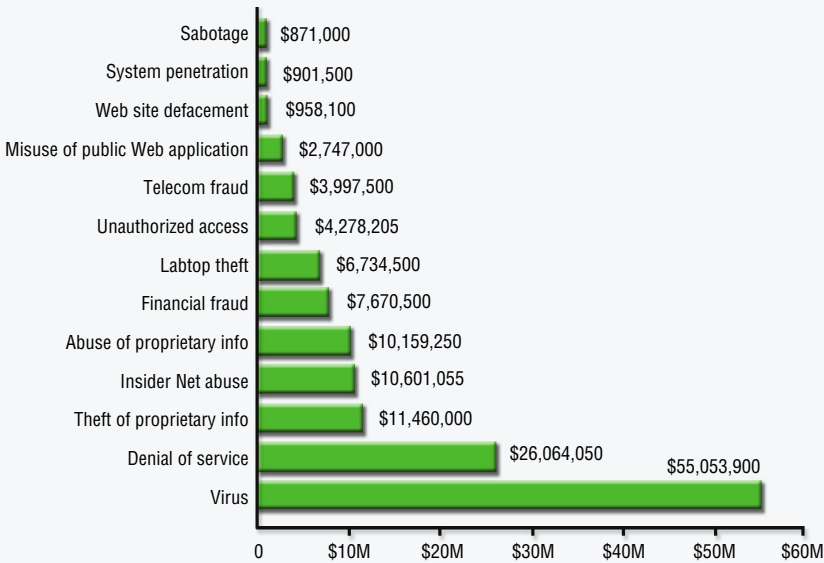
In a 2004 report, the Yankee Group divided the global security market into three multicategory components: threat mitigation, command and control, and managed services. Threat mitigation represented the biggest chunk of the market.



SOURCE: THE YANKEE GROUP

Security Losses

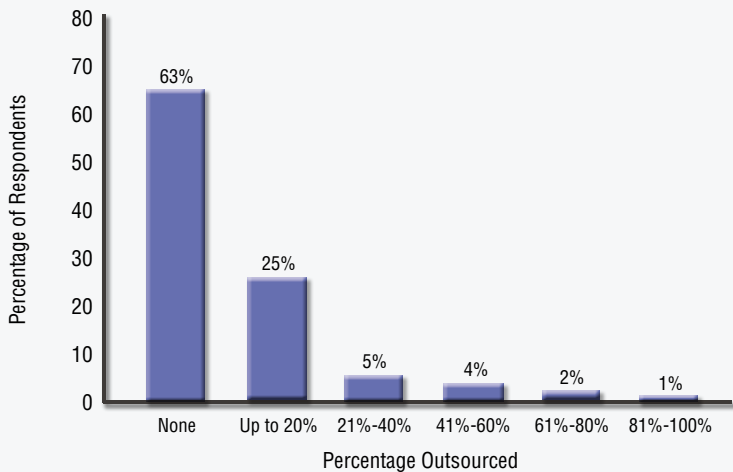
CSI (Computer Security Institute) surveyed 269 respondents whose total losses, by type of computer security incident, for 2004 were about \$141.5 million, down from about \$201.8 million in 2003.



SOURCE: COMPUTER SECURITY INSTITUTE

Outsourcing Percentages

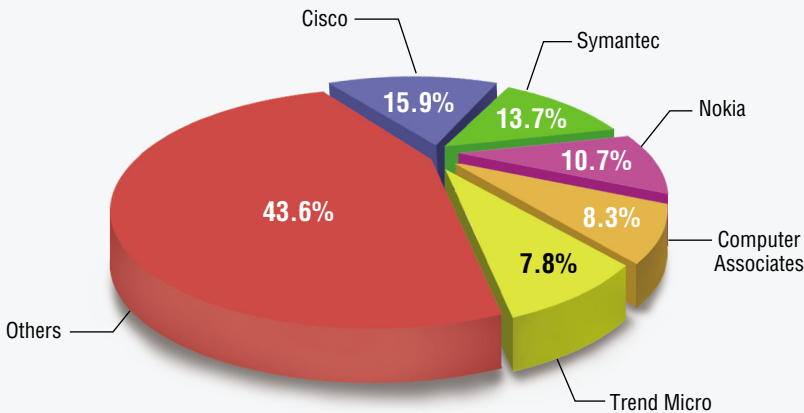
According to CSI, 63% of 478 respondents reported that none of their security functions were outsourced in 2004, and only 1% said that 81% to 100% of their security was outsourced.



SOURCE: COMPUTER SECURITY INSTITUTE

EMEA Total Enterprise Security Market

The EMEA (Europe, Middle East, and Africa) IT security market raked in over 530 million euros (about \$666 million U.S.) in end-user value in Q4 2004.



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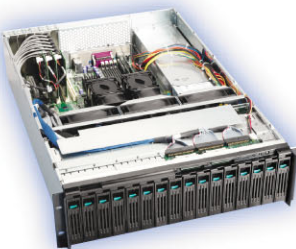


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OPINIONS

U P T I M E

The Redundancy Dilemma

Over the past few weeks, we've experienced a number of problems with the Extreme Networks switches that power our office and QA networks. Both switches are a little over five years old, and they both started experiencing intermittent hardware failures at the same time. If I was the paranoid and suspicious type, I'd think this was planned obsolescence! After replacing the chassis and several cards, we were still experiencing problems, so we decided to abandon our Extreme Networks investment and purchase switches from another vendor.

We narrowed our vendor choices down to Cisco and Foundry and requested quotes for a configuration that would support our existing infrastructure and also provide room for growth. Cisco quoted a single 6509 while Foundry quoted two FastIron SuperX switches. The cost ended up being very close, and both vendors are highly regarded. So which is the better

solution? That was the question that we had to answer, and it turned into an interesting discussion of simplicity vs. redundancy.

Requirements

In order to determine which of two solutions is better, you have to decide what your requirements are. In our case reliability was the No. 1 requirement and after that were scalability, performance, purchase cost, and cost to manage. The FastIron switches clearly were higher performing than the 6509, but both had plenty of performance for our purpose, so this was not a discriminating factor. The same was true for

scalability, with each easily meeting our growth requirements. This left reliability and cost to manage as the only two areas of significant

difference between the two proposals. This ultimately led to a comparison of the pros and cons of simplicity (one switch) vs. redundancy (two switches).

Less Is More

It is a well-known design axiom that a simpler design

very high speed backplane. And we would only have one switch to manage.

The downside is that the switch becomes a single point of failure. If we lost the switch, our entire network would be down, and everyone may as well go home. This risk is mitigated

of less expensive but redundant devices.

More Is More

The Foundry solution had the benefit of complete redundancy. One switch could completely fail, and we would still be able to make use of the other switch. This

switches so that the most critical work could get done. Using two switches also means more overhead to manage both switches and making sure their configurations stay in sync.

Making A Choice

This proved to be a hard choice. Both products had a lot to recommend them, and as our discussion has shown, both approaches have pros and cons. At one point we had decided to go with Cisco but then changed our mind and chose Foundry. In the end the determining factor proved to be reliability. To keep the price down, we had both vendors quote 8x5 support. Murphy's Law dictates that if we had a failure, it would probably be late on a Friday afternoon when we had half the company scheduled to work over the weekend on a critical milestone. Even though we knew the chance of the 6509 failing was pretty low, we just weren't prepared to take the chance of missing an important deadline due to experiencing an untimely total failure of our office network.

Send your comments to danny@processor.com



DANNY CECIL

Danny Cecil has 19 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the senior director of IT and Operations for WildTangent, an online game publishing company in Redmond, Wash.

BIO NOTES

In the end the determining factor proved to be reliability.

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OPINIONS

INFO-TECH • INSIGHT

Get Smart About Knowledge Management

Knowledge management is a cultural issue, and you cannot resolve a cultural issue with a purely technological solution. Failure to properly realize this has resulted in the demise of many KM initiatives.

Failure rates of KM systems have been estimated at between 50% and 70%. The initial model for archiving and sharing the collective intelligence of corporate employees is clearly flawed. Case studies reveal the same recurring problems: Most start out promising—with centralized databases, sophisticated templates, and high-powered search capabilities. Participation quickly plummets, and central knowledge repositories become stale and dated. Those searching for information lose confidence in the system, and everything collapses. Managers are left wondering what went wrong.

The Value Of Tacit Knowledge

Knowledge is becoming the core asset of many

companies. Yet, it's easy for many executives to brush aside KM as a "fluffy" issue. Because KM doesn't always have a tangible ROI attached to it, it is often overlooked as a priority initiative. If KM is implemented, the ROI justification is usually based on saving knowledge workers time when searching for information and reducing the amount of rework done by employees working on similar projects. What is often missed is the immense intangible value of tacit knowledge transfer.

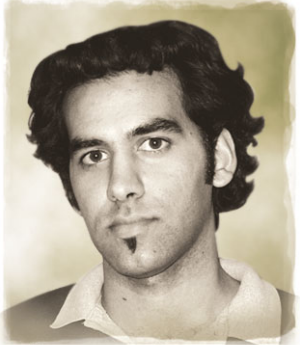
Tacit knowledge is the knowledge that people carry in their minds. It is knowledge borne from past experience, the application of peripheral ideas, creative intuition, and gut feel. In fact, many experts estimate that 80% of corporate knowledge is tacit and only 20% is codified, or written. Cultivating the sharing of tacit knowledge leads to greater teamwork and innovation. Yet often people are not aware of the tacit

knowledge they possess or how it might help provide context for others. As such, an effective KM system should also help connect people, form creative synergies, and build trust between individuals. Tacit knowledge cannot be captured in databases, meta-tagged, catalogued for reuse, or standardized in template form.

Herding Cats

Building a great big database in the sky to house all your company's knowledge and then assuming employees will populate it is a naive concept. KM systems ask employees to fundamentally change the way in which they create, use, share, and interact with information. As such, companies must first tackle the cultural issue of KM. They must coordinate efforts between IT and human resources, and they must find a way to let people manage their own knowledge in a way that is comfortable for them.

A colleague of mine wrote an article not too long ago in which he referred to the management of creative knowledge workers as "herding cats." Like cats, knowledge workers have a will of their own. It is difficult to tell them how or



NAUMAN HAQUE

Nauman Haque is a research analyst at Info-Tech Research Group, a research and professional services firm focused on mid-sized companies. Haque is an expert in the application of IT business strategy, specifically corporate Web design best practices.

▲ BIO NOTES

when to do things and nearly impossible to make them conform to standard processes. They may be resistant to having their time

managed, unwilling to share their creative epiphanies, and opposed to systems that favor quantity of output over quality. Ignoring these issues will result in the failure of KM.

Enter Blogs: The Personal Knowledge Store

Blogs are yet another grassroots movement gaining momentum in the business world, just like email once did. Blogs have proven to be effective because they allow users to control their own information in personal knowledge stores but also allow for that information to be shared by a multitude of individuals. They are flexible in terms of using rich media to add context to posts and tend to be more informal, platform-agnostic, low-cost, user-focused, and spontaneous.

Most importantly, blogs differ from enterprise KM technologies in that they aim to connect people and share information by creating "relationship capital" rather than centralizing corporate information. They support user communities by creating forums for knowledge sharing and collaboration. From a KM perspective, this improves tacit knowledge

transfer in a way that codifying initiatives cannot.

Make It Happen

When using blogs, the traditional view of KM as an elaborate centralized system that aggregates all enterprise content in a standard format no longer applies. Instead, the KM system becomes a collection of personal knowledge stores linked through the corporate network. The key, as with any KM system, is to connect everything and everyone through a highly optimized search engine.

As a start, consider the various KM applications of blogs, such as:


- Developing a network of subject matter experts
- Training and mentoring new employees
- Creating a Web space for collaborative project work
- Improving communication between disparate departments and individuals with common interests

It may be time for a more multifaceted approach to KM. Let centralized databases consolidate data. Get blogs to connect people.

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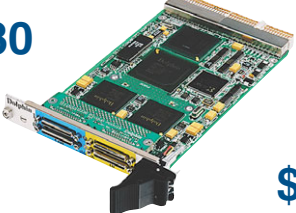


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OPINIONS
RESELLER • NEWS & VIEWS

Technology Service Providers Uncovered

Good-bye, old friend. Let's have a moment of silence in memory of one more cost-saving option that has faded away. Sun's recent announcement of its all-cash acquisition of StorageTek reduces the field of independent service providers by one. In addition to providing tape storage products, StorageTek provided multivendor maintenance services, including independent support services for Sun, HP, IBM, and other companies.

But who cares? Any IT manager concerned about his bottom line should care. The importance of the independent service provider to the health of the IT industry is without question. Sun's buy-out of StorageTek, which is still subject to SEC approval, eliminates a maintenance competitor. That in turn means that customers have fewer choices for maintenance services.

Two Choices

IT maintenance options come down to two choices: Either contract with the

manufacturer to support the products or engage the services of an equally qualified independent service provider. Independent service providers have no direct ties to the manufacturer, which allows them the freedom to support equipment from multiple vendors with no restriction. That is an important distinction.

Many manufacturers do not even service their own equipment. Instead they outsource their maintenance services to third-party technical companies. This allows the manufacturers to exercise account control over their customers while assigning the responsibility of service to someone else. For obvious reasons these maintenance proxies' loyalties lie with their most important partner: the manufacturer.

Independent service providers' most important partner is the end user, and that is where their loyalties lie. Their No. 1 mission is to provide maintenance services. They make their money by fixing technical problems. On

the other hand, manufacturers' No. 1 job is to produce hardware. Some manufacturers provide maintenance services, but without hardware sales, they would not exist.

Herein lies a potential conflict of interest. If a manufacturer identifies a particular hardware platform that is inherently unreliable or if a customer experiences a particularly high number of service calls for a given hardware platform, what can the manufacturer do? If it informs the customer of the hardware's unreliability, it



will negatively impact future sales of that product to its entire customer base.

Independent service providers have no hardware sales agenda. They will openly share known hardware deficiencies and MTBF with the customer that may help guide the customer's hardware purchases.

Then & Now

Independent service providers have been around for a long time. Early independent service providers were usually regional and supported only one manufacturer. The primary advantage of choosing one was the fact that their services were considerably less expensive than those of the manufacturer. Customers on a tight IT budget forgave such shortcomings as the lack of parts availability, limited technical abilities, and geographical

in mission-critical support environments, and customers are realizing many previously unseen benefits of independent service providers. Today independent service providers offer flexibility, a high degree of technical skills, and cost savings over the manufacturers. The new genre of independent service providers provide hardware and OS support.

IT managers should look for alternatives to manufacturers' support. In the high-end server market, some manufacturers have

choosing an independent service provider, IT managers should ask them for a clear explanation of the software licensing rights.

Where To Look

The ASCDI is a good source for finding independent service companies. The ASCDI has a feature on its Web site that can help IT managers search for a technical service company by geographic location or by product type. Just visit www.ascdi.com and click the Tech Services link. Another association, The Service Industry Association, has a similar feature on its Web site (www.servicenet.org). An IT manager with a service requirement can fill out a form with the details, and the SIA will advertise the company's needs to the Service Industry Association membership.

Thanks to Bernd Appleby, CEO of Terix Computer Service (www.terix.com) for his help with this article. Terix provides hardware and OS support services for mission-critical installations in 106 U.S. cities.

Send your comments to ascdi@processor.com

JOSEPH MARION

For the past 30 years, Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.

BIO NOTES

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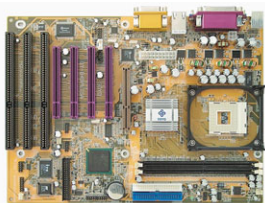
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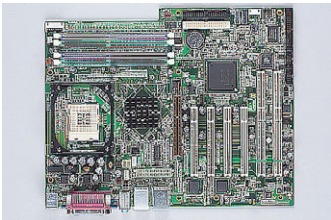


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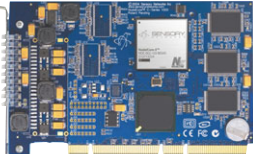
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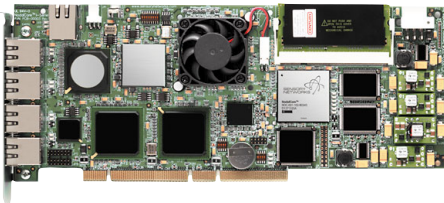
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Are Blacklists Passé?

Should You Use Blacklists, Whitelists, Or Both To Fight Spam?

by Julie Sartain

ARE BLACKLISTS FUTILE, obsolete, and a waste of time? Are whitelists the future? Which are better, blacklists or whitelists? Or should you consider using both to maximize your protection?

Blacklists Are Out

Some experts say that blacklists are out. They're ineffective and constantly changing, and they

search for inappropriate words, phrases, and/or images. Sites with inappropriate content are then added to the blacklist. This can result in false positives and deny legitimate senders—for example, clothing distributors with sizing charts that display X's in a number of products (XXX-Large) and medical sites that use “suggestive” terminology (such as “breast” cancer). Nathan Turajski, global product manager/messaging gateway at

Are Whitelists Better?

Michael Siegel, product manager at McAfee, says, “Although blacklists are still useful, whitelists are more effective. They minimize false positives: That is, they bypass other antispam devices so as not to falsely mark a good sender. Also users, administrators, and upper-level management can all create their own whitelists, in addition to corporate global whitelists, which provides a more custom environment for each individual.” For example, the marketing and sales group receives a lot of necessary email from various vendors that other groups might consider junk email.

Whitelists are more secure, more accurate, and easier to customize, but they take more time to install and manage. Whitelists can be created at the global, administrative, or individual user level, while blacklists are generally controlled by network administrators and/or IP staff, which are, in turn, often controlled by the RBLs (real-time blacklists) they download. The \$64,000 question is risk vs. time and competency. Which is more important? Chris Miller, director of product management at Symantec, says, “Techniques can be valuable, but good, reliable content is essential.”

Blacklists Are Still Useful

However, some experts say that although whitelists are better, blacklists are still effective. Miller says, “It really depends. Blacklisting as a technique can be very valuable, as can whitelisting, but it really depends on the source of the content (or IP addresses) used. If we're talking public RBLs, there are very few that are truly valuable and reliable. They are generally not commercially driven services and tend to have various motivations and different definitions of what makes a sending IP considered bad.” Siegel agrees. “The popularity and effectiveness of blacklists has diminished, but they are still used. The truth is that you can't build a ‘one size fits all’ spam solution; you have to develop for mass-market appeal and then provide various options for user cus-

tomization. Black- and whitelists are only part of the antispam picture. They are really most effective when used in combination with other antispam devices such as filtering, file sizes and types, site blocks, etc.”

Blacklist Disadvantages

One significant disadvantage of blacklists is maintenance. The Internet is infinite and thousands

of new sites are added every day. Siegel says, “It's futile to update blacklists daily because spammers are constantly changing their identities.” Turajski adds, “Today's attacks tend to be temporary, so it's a constant moving target to attempt any sort of ad hoc personal attempt to reassess the threat environment on a constant basis.” Another growing problem with blacklists is the growing blacklist

itself. The bigger it gets, the longer it takes to screen the rejects. And if users are allowed to create their own blacklists, this time becomes exponential. Turajski says, “Having users create their own blacklist causes more performance overhead to parse through the spoofed addresses when determining how the spam rule is applied for every user.” Regardless of the creator—administrator, user, programmer, or RBL—the blacklists can exceed 5 million addresses in a very short period of time, and more than half of those addresses are no longer active.

Reliable Real-Time Blacklists

RBLs are databases of current blacklists that administrators can download or access from various Web sites. When reliable, these databases can save administrators a lot of research and recording time. The following list of RBLs was compiled from recommendations by various companies that have used these services.

Blacklist	Description
The SpamHaus Block List www.spamhaus.org/sbl	Maintained by the Spamhaus Project team, clients can search this list for specific URLs or configure their email servers to auto-search the database on demand.
The Abusive Hosts Blocking List www.ahbl.org	This company offers query on demand (through DNSbl lookup or Web-based forms), downloaded lists, script-based searches, and a host of other options.
SpamCop Blocking List spamcop.net/bl.shtml	With SpamCop's spam filters, clients can add to existing systems, create “list traps,” and configure to query on demand or to query their database for all email.
MailPolice rhs.mailpolice.com	This service queries on demand for online lookups, provides RHS lookups configured to your SMTP server software, and downloads lists.
Spam Support Permanent Block List sspbl.tripod.com	This group provides up-to-date lists to download and add to your mail server's blacklist.

of new sites are added every day. Siegel says, “It's futile to update blacklists daily because spammers are constantly changing their identities.” Turajski adds, “Today's attacks tend to be temporary, so it's a constant moving target to attempt any sort of ad hoc personal attempt to reassess the threat environment on a constant basis.”

Another growing problem with blacklists is the growing blacklist

Miller says, “Symantec uses blacklisting techniques, based on data provided through our own collection and analysis of spam mail that we receive through our BLOC [automated tools at global Symantec operations centers]. With a strict definition and an effective means of collecting and analyzing millions of messages, we can accurately generate content that is then used in our products and is highly effective.”

Blacklist vs. Whitelist

The experts say that although whitelists are better, blacklists are still effective. The chart below shows the advantages and disadvantages of both systems.

Blacklists	Whitelists
Advantages <ul style="list-style-type: none">• Easy to manage• Easy to install• Can download updates quickly	Advantages <ul style="list-style-type: none">• Minimizes false positives• Can be created at global, administrative, or individual user level• More secure• More accurate• Easy to customize
Disadvantages <ul style="list-style-type: none">• Exponential growth chews up resources• Creates false positives and denies legitimate senders• Updates are futile, as spammers constantly change identities• Hard to switch from a default blacklist to a whitelist model	Disadvantages <ul style="list-style-type: none">• Takes longer to install• Requires more time to manage

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The Vendor Management Office Has Landed

Technology Gets Serious With Business

by Chris A. MacKinnon

IT’S 4 P.M. ON FRIDAY, and your CIO is demanding that the perfect software, at the best price, be on his desk by Monday midmorning. How will you ever be able to contact enough vendors in so little time to fulfill the boss man’s request? Just reading this increases the blood pressure, right? For many IT managers, however, it’s a very real situation. But there’s a concept that has been around for about five years that is making lives easier for small to midsized enterprises. It’s called the vendor management office, and it’s proving to be a life (and money) saver for many businesses.

What They Do

Vendor management offices started cropping up on the corporate IT landscape around 2000 after the economy had soured and CIOs had to justify IT spending. To get the best bang for the buck, CIOs put the feelers out to a wider variety of vendors. Thus, the first of these offices were born out of the need to efficiently negotiate the transactions between clients and vendors. In essence, a vendor management office facilitates the procurement process away from the organization or takes the weight of choosing the perfect vendor (with the best package) off CIOs and IT managers.

Here’s how they typically operate: A client puts out a request for a project to the vendor management office (be it a request

for software, hardware, or other service), usually through a Web-based system providing a full work flow for the participation of both parties (clients and vendors). The participating vendors then receive indication of the request and have a chance to respond with their resumes and rate particulars. The vendor with the highest score wins the project and provides the client with the best quality at the best rate.

A recent survey from IT analyst firm Forrester Research suggests that 62% of respondents have organized their services purchasing by using a centralized vendor management office.

A vendor management office seeks higher levels of service and tracks metrics and vendor performance. It also negotiates appropriate discounts for all projects, products, and services. In a nutshell, a vendor management office ultimately has better control over the technology-buying process. Although they can exist in-house, vendor management offices can also be virtual offices made up of people in various geographical locations. But if CIOs want to maintain control over technology procurement, the office should remain within the organization.

From The Top Down

Joe Daluz, CIO for Computer Horizons, an enterprise solutions company, says vendor management offices are structured

differently depending on the client’s size, but most have a similar organization structure. “Every vendor management office is going to have a program manager who is responsible for implementing the company’s business rules and policies which govern the acquisition of project or contingent labor services. The program manager is someone who can skillfully manage dual relationships between both clients and

vendors, utilizing vendor management software which manages all business processes from the procurement to automated payment of all service suppliers.”

Daluz says the vendor management system is Web-based and closely mapped to the organization’s business processes. Chimes, a subsidiary of Computer Horizons, has been a pioneer in the business process outsourcing of vendor management systems with its Centralized Vendor Management and Resource and Portfolio Management tools, which facilitate the entire vendor management system process.

When launching a vendor management office, most organizations begin by appointing a senior manager with superb communication skills and an ability to manage relationships between vendors, business leaders, and the IT department. Managers then pick a few IT managers (or office administrators) who have experience dealing with specific vendor types and are skilled in negotiating contracts and overseeing SLAs. Due to the automated nature of the vendor management system, vendor management offices only need three or four people involved in the process, as the need for people to have contact and resolve any issues is minimal.

Good For SMEs?

Daluz says there are different delivery models of vendor management, and he believes that SMEs would definitely benefit from having a vendor management office in place. “It is by all means feasible. The ideal model for SMEs would include a smaller number of vendors, of course, who

are involved in what is called a ‘preferred list’ scheme.” With a total business services spend of \$10 million or more, an SME could have a vendor management system implemented and paid for through supplier fees, making the VMS proposition a zero TCO model. Daluz says a vendor management office’s objectives are twofold: first, to get people and products at a better rate, and second, to get a lower cost of procurement, which can be achieved by a preselected group of vendors and close rate card management.

While there are no solid statistics available to say how many vendor management offices exist, a recent survey from IT analyst firm Forrester Research suggests that 62% of respondents have organized their services purchasing by using a centralized vendor management office. Although vendor management offices may be more appealing to larger companies, every company should have some form of standardized vendor management. With the Internet and overnight delivery, business transactions are moving faster than ever, and vendor management offices are stepping up to the plate to help technology keep up the pace. ■

Setting Up A Vendor Management Office

According to business editor Thomas Hoffman, any company wanting to set up a vendor management office would want to consider the following:

- When choosing someone to run the office, look for a proven leader who understands technology, business issues, and vendor requirements.
- Don’t be afraid to use consulting resources to get the office started.
- Establish criteria for identifying your top vendors.
- Put vendor scorecards in an existing system so that it’s easy for IT managers to rate vendors.
- Give the vendor management power. If the vendors know they’re dealing with decision-makers, they’ll pay attention. If they think they’re dealing with low-level workers, the office will probably fail.

Ideal Members Of A Vendor Management Office

The traditional vendor management office model jibes with companies that comprise complex vendor relationships. The following human resources may be found in a typical vendor management office.

- Contract executive:** A member of senior management responsible for the executive oversight of the vendor contract and ultimately responsible for the program’s success.
- Vendor manager:** Under the direction of the contract executive, the vendor manager works closely with vendors and is responsible for the quality and cost effectiveness of vendor’s services.
- Financial analyst*:** Provides financial analysis and audit work in support of service contracts.
- Performance analyst*:** Analyzes vendor performance in order to assure compliance with service-level agreements and the continuous improvement of services.
- Administrative support*:** Ensures that all changes to contracts are made in accordance with base agreements and the interests of the company.

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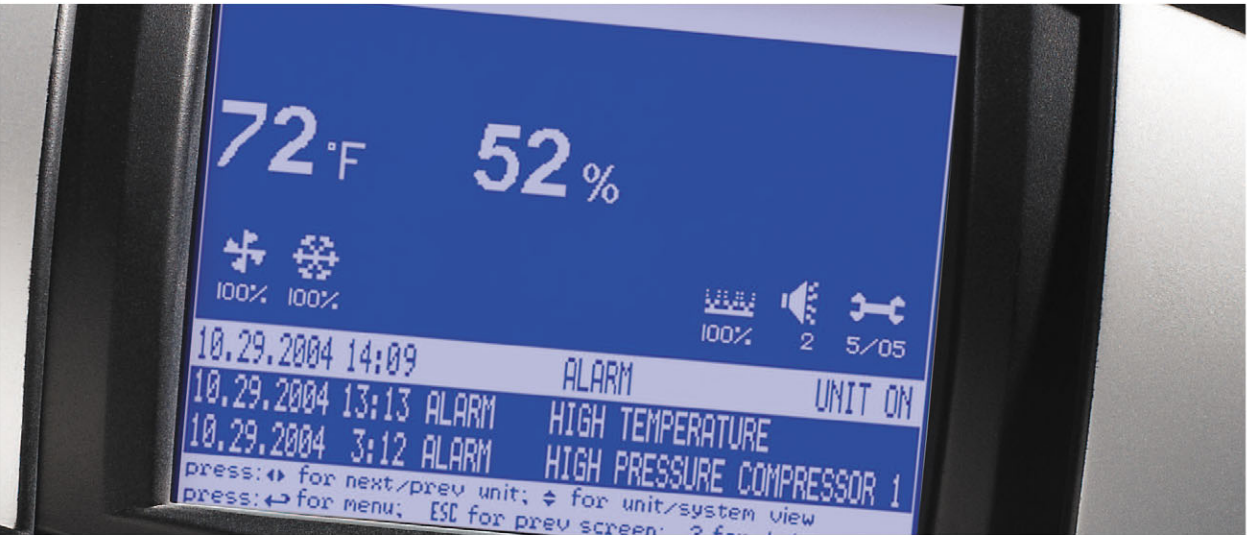
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New Center Tackles Computer Security Issues

CIAS Works On A Problem That Promises To Get Worse Before It Improves

by Frederick Nevin

RECENT SURVEYS SHOW that cybercrimes involving data and the Internet are close to running out of control. In fact, the problem is so acute that many organizations are victimized, despite the use of firewalls and physical security systems. To find solutions to such problems, the University of Texas at Austin late last year opened the Center for Information Assurance and Security.

The center is under the direction of Dr. Frederick R. Chang, former president of technology strategy for SBC Communications. Chang's credentials at SBC includ the development of a security lab that investigated how to protect large-scale Internet networks. Chang, who has a doctorate from the University of Oregon, is also a member of the National Academy of Sciences and is chairman of the board of the Austin Technology Council.

Unlike SBC, the center's work will focus on more than business concerns. It will also incorporate government and education. The research team includes faculty, researchers, and students from the university's department of computer sciences, the college of engineering, the McCombs School of Business, and the Applied Research Laboratories.

CIAS Objectives

The center has two basic goals: to find innovative cyber-security solutions and to produce trained professionals to deal with the problems.

Trained professionals are just as important as the research, says Chang. "There is a deficit of people of this type," he says. The center is currently revising and adding a number of course offerings. A future goal of the center is to become a national academic center of excellence in information assurance education. As the

program grows, the center hopes to increase collaboration with not only business but also government and education, Chang says.

Meanwhile, the research component is taking a comprehensive approach, focusing on system, network, and software security. "We are taking an end-to-end approach to [security]," Chang says, adding that the center is striving for understanding and development of scientific principals for improved information security.

In addition, the center is also undertaking a hands-on, problem-driven component to research. "A company or organization can come to the center with a security problem, and we'll help make their system secure. We are getting a fair number of requests along this line," he says. "Information security is very bad."

Tougher Times Ahead

Chang's assessment of the industry is supported by a number of disturbing statistics on security. For example, one survey disclosed that 43% of 500 participating organizations reported an increase

in electronic crime. Each was victimized 136 times, despite the use of firewalls and other security devices. Additionally, the survey disclosed that one in five organizations was a target of cyber-extortion, including threats of theft of customer data and destruction or theft of victims of identity theft. A second survey disclosed that one in 20 U.S. adults was a victim of online fraud, and one in 50 was a victim of identity theft.

Chang predicts that the problem is going to get worse before it gets better. Contributing to the problem, he says, is the continued market penetration of broadband and cable modem technology. "Machines are always on," he says.

Also troubling is that a person can go to any bookstore's computer section and find a few books on security. In the back of the book, he notes, are CDs full of hacker tools. "Some of [the tools] are very sophisticated." The combination of always-on connections, he says, and sophisticated hacker tools are like "the convergence of two hurricanes to form the perfect storm." ■

Millipede Storage Device

New Storage Technology Promises 1TB Per Square Inch & Beyond

by Stephen J. Bigelow

WHEN WE THINK OF data storage, it's common to imagine hard drive platters or solid-state memory chips. But beyond magnetic fields or electrical charges, a surprising amount of digital information is also stored in a physical form; punched paper tape and punched cards are very early examples, but our very latest CD and DVD media represent data as a series of "pits and lands" delivered to a physical surface. When IBM launched the Millipede project in 1996, it heralded another data storage effort designed to record data through microscopic physical techniques, promising very high storage densities in a small area.

Atomic Scale Indentations

Evangelos Eleftheriou from IBM Research notes that the Millipede project (more formally known as MEMS for Micro Electrical Mechanical System) traces its roots to Peter Vettiger and Gerd Binnig, known for their work with scanning tunneling microscopes. "Vettiger and Binnig both played on the soccer team of the IBM Zurich Research Lab, and it was literally on the soccer field when they started discussing the idea of using an Atomic Force Microscope (AFM)—the successor of the STM—as an atomic-scale data storage device by creating indentations in a material representing a bit." By the time IBM launched Millipede in 1996, it was clear that a large number of microscopic tips would need to operate in parallel in order to achieve practical read/write speeds.

In actual practice the Millipede's thousands of microscopic tips write tiny pits to a thin film of special polymer. The sequence of pits corresponds to bits. Unlike punched cards or tape,

however, the data can be erased and rewritten. Millipede finally reached the prototype stage in 2004. "The pits are approximately 10 nanometers in diameter. Thus an ultra high storage density is achieved: one terabit per square inch. Experimental chips have been designed comprising more than 4,000 of these tips arrayed in a small 6.4mm x 6.4mm square."

Temperature plays a critical role in every part of the device's operation once the tips contact the polymer surface. Eleftheriou says, "Bits are written by heating the tip to a temperature above the glass transition temperature of the polymer by means of the heating resistor integrated in the cantilever. The polymer in close proximity to the tip is heated and becomes softer allowing the tip to indent a few nanometers into the film, mechanically stressing the material. For reading the cantilever's reading sensor, which is separate from the tip, is heated slightly. As the polymer film is scanned under the tip, the tip moves in and out of the written indentations. When the tip moves into an indent, it cools down because of the reduced distance to the substrate. This cooling results in a measurable change in electrical conductivity of the sensor. To overwrite

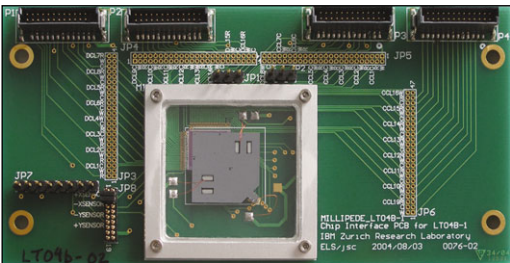
data, thermo-mechanical effects are used. They cause the stressed polymer material closely around a newly created bit to relax."

Practical Parts

Although the thought of mechanical tips moving on a polymer surface may seem like an unbearably slow process, Eleftheriou says that current prototype designs are achieving 50Kbps per cantilever with aggregated data rates potentially much higher, depending on the number of cantilevers operated in parallel. He also notes that the Millipede design is rather rugged, able to withstand drops of one meter onto concrete and operate in temperatures ranging from -20 to 85 degrees Celsius.

So when will we see the Millipede available for commercial use? According to Eleftheriou the project is still in an advanced research state. "After a decision has been made, it will take another two to three years of development until the product would be available on the market." However, it is likely that IBM's Millipede technology will give flash memory a serious challenge in mobile devices. "Given these criteria, mobile storage (for example, for cell phones, USB sticks, and digital cameras) is ideally suited for the Millipede probe storage technology. In this segment Millipede is able to compete against flash, which is very costly at capacities between 5GB and 40GB." Millipede's inherent shock resistance and low power requirements also bolster these features.

When asked about the future for Millipede technology, Eleftheriou points to many potential developments: "Our experiments show that one can expect further significant increases in storage capacity. While current storage technologies [such as hard drives] are gradually approaching fundamental limits, the nanomechanical approach has enormous development potential: Storage densities that correspond to the size of molecular structures may even be possible." ■



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The Millipede assembly includes a cantilevered R/W array, micro-scanner, and polymer recording medium.

What's Happening

Cutting The Cord

Airgo Touts MIMO Technology To Further Improve Wireless Range & Data Rates

by Stephen J. Bigelow

ONE OF THE MOST CRUCIAL business benefits of modern networks is flexibility: the ability to support productive employees regardless of their location. Traditional wired LAN installations offer a certain amount of reliability and inherent security but can require labor-intensive maintenance and management, as physical office layouts grow or change. Wireless networking has released employees from their desks, allowing them to work in meetings, plant floors, warehouses, and any other locations where wireless coverage provides access to the corporate network.

More Than A Niche

Dave Borison, director of product management at Airgo Networks, says that wireless technology has evolved substantially over the last decade. “Wireless technology was originally used in a variety of vertical applications, such as inventory/warehousing, and over the past few years, it has started to be used as complement for wired networks in conference rooms and other enterprise settings where users need to access data while away from their desks.” The 1Mbps to 2Mbps solutions of the early to mid 1990s quickly gave way to 802.11b standardization by the late 1990s (11Mbps at 2.4GHz). By 2001, high-speed wireless technologies appeared in 802.11a standards (54Mbps at 5GHz), followed by the more broadly accepted 802.11g wireless standard in late 2003 (54Mbps at 2.4GHz).



MIMO (Multiple Input Multiple Output) technology has also worked to further enhance wireless products. Borison says, “The introduction of MIMO-enhanced 802.11a/b/g products in 2004 have dramatically increased the speed, range, and reliability of wireless products to well over 100Mbps links and coverage improvements of up to 800%, compared to generic 802.11a/b/g solutions. As throughput and range have increased over the past decade, wireless connectivity has grown from a niche product used by a few users in vertical applications, such as warehousing, to tens of millions of users in the home, business, and on the road.”

Borison points to three variations of wireless networking technology that currently have potential applications for home and office environments: “Key wireless technologies that planners/administrators should consider are low-bandwidth/low-range Bluetooth for personal-area networking applications, such as cell phone earpiece and computer mouse/keyboard cable replacements; 802.11a/g products (ideally enhanced with MIMO technology for increased range/coverage, throughput, and reliability) for use in data, voice, and video applications in the home and business; and point-to-point wireless technologies, such as WiMax, for wireless local-loop applications where DSL/cable modem technology is not available.”

Working In Multiples

Borison says that conventional 802.11a/b/g wireless devices are limited by their radio circuits. With only one radio circuit to transmit and receive signals (and limited ability to handle multipath signals from radio reflections bouncing off objects), the struggle to increase bandwidth will invariably embrace multipoint technologies such as MIMO. “MIMO technology increases the data rate by sending two or more radio signals on the same channel at the same time and then uses multiple radios on the receiver to pull all of this information out of the air. More importantly, MIMO products have created a paradigm shift in modern radio architecture where, rather than trying to accommodate multipath up to certain limits, MIMO systems actually leverage the fact that signals bounce around a lot in business and home settings to achieve more reliable connections at greater distances.”

The true key to MIMO, notes Borison, is the use of radios—not antennas. “While some companies refer to MIMO as ‘smart antenna’ technology with multiple antennas connected to a single radio, the true definition of MIMO technology is a system which includes two or more radios—not just the antennas—that allow you to transmit two or more data streams on the same channel at the same time. This is how MIMO is defined by all proposals for the upcoming IEEE 802.11n specification. The result is that you increase the throughput on a channel in proportion to the number of radios in the system.” The result is higher data throughput, superior range, and excellent interoperability with existing wireless technologies.

Avoid Potholes

Although wireless networking products have emerged as a significant tool in enterprise networking, issues and hurdles remain as the technology continues to evolve. Borison notes that wireless security is one critical issue that administrators must address, and he suggests WPA2 as an appealing solution. “While the original WEP protocol was flawed, extremely robust security has been introduced over the past several years that makes wireless traffic even more secure than wired traffic. Specifically, the government-grade AES encryption algorithm used in WPA2 is virtually uncrackable and has been deployed to secure data in a variety of sensitive markets, such as banking and the defense industry. Similarly, RADIUS-based authentication techniques, which have been used successfully over the past decade to enable remote users to dial in to an office network, have also been adopted by the wireless industry, guaranteeing that only authorized users will have access to the corporate network.”

Changing standards can also have a profound impact on interoperability, unless network planners make it a priority to select wireless devices that are fully compatible with existing standards. “Make sure that products have passed Wi-Fi Alliance certification and are interoperable with existing equipment in the network. If products offer ‘standards-plus’ performance enhancements, make sure that they are completely interoperable with existing 802.11a/b/g equipment, as most of the technologies such as SuperG, RangeMax, and HSM do not coexist well with other

devices.” This problem, says Borison, will not occur with MIMO technology. “MIMO-enhanced 802.11a/b/g equipment purchased now will definitely work with the millions of 802.11a/b/g products currently deployed because the MIMO-enhanced solutions are fully standards-based 802.11a/b/g equipment. These MIMO-enhanced solutions are also guaranteed to work with 802.11n equipment when those products ship in the future because 802.11n equipment by definition must be backward compatible to standard 802.11a/b/g products.”

“The biggest mistake that many IT managers make is that they underprovision their networks by deploying older 802.11b or 802.11g equipment,” says Borison. “Many IT managers rationalize that 11Mbps is plenty of bandwidth for their network, but what they fail to recognize is that the older 802.11b products do not have the range, reliability, and scalability of today’s MIMO-enhanced 802.11a/b/g solutions. As the number of wireless users increases and the types of applications using the wireless infrastructure wireless expands (for example, Voice over Wi-Fi), high-bandwidth networks will be required to provide the service levels expected by business users.” Thus, it’s important to provide wireless devices that offer a bandwidth level that is adequate for the anticipated demand of wireless users. ■

What's Next

Tailored Spam

SPAM AND SCAMS CONTINUE to threaten users and perplex network administrators. Phishing scams typically start with spam emails intended to direct unsuspecting users to fake Web sites that mimic the real thing. Once there, the users are coaxed into revealing confidential information that can often be used for identity theft. While much of the spam and phishing efforts to date have been generic, sending millions of emails in the hopes of snaring a small percentage of victims, security experts are increasingly alarmed at the sophistication and energy devoted to tailoring such scams to specific groups.

Scammers are taking greater pains to profile their victims prior to an attack, often obtaining lists of email addresses from Internet harvesting tools, lookups, and even from legitimate companies. Using a script, the spammer can run each email address against registration and password reminders on many Web sites; responses will confirm if a given address is registered with the site and allow the attacker to approach a prospective victim knowing that they are actually registered with the particular site. For example, if you receive an alarming email that purports to be from a major bank, you’re more likely to fall for a scam if you really do have an account at that bank. Ultimately, such tactics make scams much harder to spot and defend against. Network users should be warned to confirm any sudden requests for personal information with the particular institution (preferably by telephone) before submitting personal information online.

Intel Platforms Take Shape

INTEL HAS TAKEN THE NEXT STEP in its drive to sell “platforms” (rather than just chips). In the past, companies such as Intel developed and sold processors and offered supporting chips (chipsets) to simplify the processor’s integration into a PC. In contrast, Intel’s emerging Professional Business Platform initiative hopes to market packages of products based on comprehensive suites of features.

Intel has released its 800-series Pentium processors running at 2.8GHz, 3GHz, and 3.2GHz, along with two new chipsets. The high-performance 955X is geared toward workstations and gaming, supporting 8GB of DDR2 RAM and PCI Express x16 graphics. The 945G focuses on multimedia PCs and includes Intel’s Active Management Technology, which can act as a separate service processor. Both chipsets include other popular features, such as wireless networking, VoIP, improved displays, and other features that are particularly appealing to business users. Computer makers such as Dell, Gateway, HP, and the new Lenovo are prepared to use these new products in upcoming PCs.

Stop The Zombies

THE VIRUS LANDSCAPE IS CHANGING. Traditional viruses sought to infect the maximum number of PCs in order to inflict the greatest amount of damage in the shortest period of time. However, virus authors are systematically moving away from “global epidemics” and focusing their efforts on using PCs as “zombies,” groups of infected PCs that the virus author can use to send massive amounts of spam or conduct DDoS attacks on selected targets. A relatively small group of 5,000 to 10,000 infected PCs can effectively shut down a network in a DDoS attack. In fact, virus writers are even trying to create small groups of infected PCs using unique Trojans to create each group, thus avoiding the attention (and effective protection) of antivirus makers. To fight this emerging type of threat, antivirus companies must be more aggressive and diligent in their pursuit of new viruses and Trojans, scouring the Web to locate the very latest malware.

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- **Load balancing**
- **Bandwidth management**
- **Traffic redirection**
- **Denial of service protection**

By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.



13454 Sunrise Valley Drive, Suite 130
Phone: (703) 793-1440
WEB: www.truenorthsolutions.net

Herndon, VA 20171
Fax: (703) 793-1461
EMAIL: sales@truenorthsolutions.net

Load Balancing

Virtual Booth 4168 • Virtual Product 2155





The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.



115 Perimeter Center Pl. NE
Atlanta, GA 30346
Phone: (770) 668-1125
Fax: (770) 668-1131
WEB: www.stonesoft.com
EMAIL: info@stonesoft.com

Network Analysis

Virtual Booth 4011 • Virtual Product 1957

WildPackets' Omni³ is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.


Key Benefits

- Faster resolution of faults
- Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features

- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni³ engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

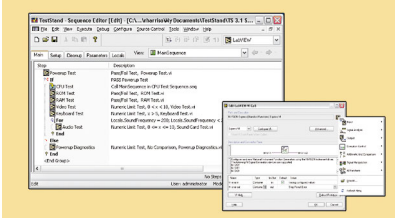
For your free eval, visit www.wildpackets.com/processor




1340 Treat Blvd, Suite 500
Walnut Creek, CA 94597
Phone: (925) 937-3200
Fax: (925) 937-3211
WEB: www.wildpackets.com
EMAIL: info@wildpackets.com

Network Analysis

Virtual Booth 4082 • Virtual Product 2025




Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.

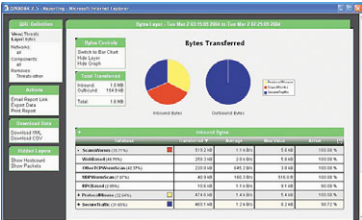


11500 N Mopac Expwy
Austin, TX 78759
Phone: (888) 280-7645
Fax: (512) 683-8411
WEB: www.ni.com
EMAIL: sales@ni.com

Network Management


Virtual Booth 3945 • Virtual Product 1839





QRadar Network Anomaly Detection

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.



1000 Winter Street, Suite 2950
Waltham, MA 02451
Phone: (781) 250-5800
Fax: (781) 250-5880
WEB: www.Q1Labs.com
EMAIL: info@Q1Labs.com

Network Management

Virtual Booth 3889 • Virtual Product 1752



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:

- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes


Get your FREE guide, "Selecting a NCCM Solution" at:
www.alterpoint.com/selecting




300 W. Sixth Street, Suite 2200
Austin, TX 78701
Phone: (888) 228-3422
Fax: (512) 536-8390
WEB: www.alterpoint.com
EMAIL: info@alterpoint.com

Network Management

Virtual Booth 4147 • Virtual Product 2123



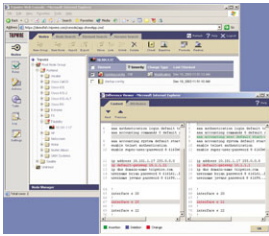
VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. **VoyenceControl!** improves network security and increases availability by preventing errors from being introduced during the design or change process. **VoyenceControl!** significantly reduces the time, resources and costs associated with managing complex networks.



1801 North Glenville Drive
Richardson, TX 75081
Phone: (972) 759-4000
Fax: (972) 759-3998
WEB: www.voyence.com
EMAIL: info@voyence.com

Network Management

Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.



326 SW Broadway
Portland, OR 97205
Phone: (800) 874-7947
Fax: (503) 223-0182
WEB: www.tripwire.com
EMAIL: sales@tripwire.com

Network Management

Virtual Booth 3805 • Virtual Product 1589



\$375
(5 server license)

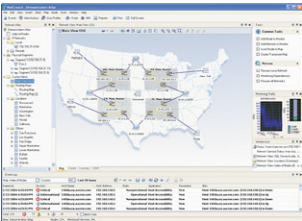
GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!



15300 Weston Parkway, Suite 104
Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB: www.gfi.com
EMAIL: sales@gfi.com


Network Management

Virtual Booth 3935 • Virtual Product 1823



AdRem NetCrunch 3.1

- Visualize the logical & physical topologies of your network
- Monitor the status and performance of network hosts, services and applications
- Be the first to know of network problems and correct them
- Validate service levels and plan for network capacity
- **Download 30-Day Free Trial at www.adremsoft.com**



410 Park Avenue, 15th Floor
New York, NY 10022-4407
Phone: (212) 319-4114
Fax: (212) 832-4114
WEB: www.adremsoft.com
EMAIL: sales@adremsoft.com

Network Management

Virtual Booth 4108 • Virtual Product 2079



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools.



SOLARWINDS.NET

Network Management Tools

<http://www.SolarWinds.Net>

8221 E. 63rd Place

Tulsa, OK 74133

Phone: (918) 307-8100

Fax: (918) 307-8080

WEB: www.solarwinds.net

EMAIL: info@solarwinds.net

Network Management

Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes

- Network Discovery
- Server Discovery
- Leak Discovery
- Wireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

Flexible term-licensing options starting at \$25,000



220 Davidson Avenue

Phone: (732) 357-3500

WEB: www.lumeta.com

Somerset, NJ 08873

Fax: (732) 564-0731

EMAIL: sales@Lumeta.com

Network Management

Virtual Booth 4220 • Virtual Product 2307

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "ever-green"—continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

Benefits & Highlights:

- Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations
- Provide precise inventory forecasting



METASOLV

SOFTWARE

5556 Tennyson Parkway

Plano, TX 75024

Toll Free: (800) 747-0791

Phone: (972) 403-8300

WEB: www.metasolv.com


EMAIL: salescontact@metasolv.com

Database & Data Mining

Virtual Booth 4093 • Virtual Product 2056



Bladeworks™ (Business Intelligence) software is the only configurable, plug-and-play solution that searches, analyzes, and operates on transactional and historical data in real-time across remote & disparate databases. Bladeworks has the unique ability to discover similarities and non-obvious relationships in data in real-time and apply the results of data analysis to an operational environment.



INFOGLIDE

SOFTWARE

6300 Bridge Point Parkway

Austin, TX 78730

Phone: (800) 338-2441

Fax: (512) 532-3505

WEB: www.infoglide.com

EMAIL: info@infoglide.com

Database & Data Mining

Virtual Booth 4100 • Virtual Product 2068

ArC Overview

Network-based archive for fixed-content data

Storage Management Solution

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.



ARCHIVAS

digital archiving

200 West Street

Waltham, MA 02451

Phone: (781) 890-8353

Fax: (781) 890-8343

WEB: www.archivas.com

EMAIL: info@archivas.com

Database & Data Mining

Virtual Booth 4227 • Virtual Product 2333



QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.



QSTAR

TECHNOLOGIES

99 NE Elgin Parkway - Suite 37

Fort Walton Beach, FL 32548

Toll Free: (800) 568-2578

Phone: (850) 243-0900


WEB: www.qstar.com

EMAIL: info@qstar.com

Database & Data Mining

Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership. Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.



SYBASE

One Sybase Way

Dublin, CA 94568

Phone: (925) 236-5000

Fax: (925) 236-4321

WEB: www.sybase.com

EMAIL: sales@sybase.com


Database & Data Mining

Virtual Booth 4070 • Virtual Product 2029

MaXware ExpressSync
Data Synchronization Tool

MaXware's ExpressSync is a one-to-one data synchronization tool that enables enterprises to easily manage their identity integration requirements. ExpressSync securely moves data between any two repositories or applications - regardless of platform, protocol, type or location. ExpressSync is a low cost, scalable solution designed to meet the critical needs of an organization, improve efficiency and provide a rapid return-on-investment. The MaXware ExpressSync is one component of MaXware's overall Identity Management offering including Meta Directory, Virtual Directory, Workflow, Provisioning and Password Management.

Starting at \$8,500



maXware

71 West Main Street

Freehold, NJ 07728

Phone: (732) 409-5000

Fax: (732) 409-0233

WEB: www.maxware.com

EMAIL: sales@maxware.com

Database & Data Mining

Virtual Booth 4055 • Virtual Product 2004



The chart shows query times in seconds for various queries (Q5, Q7, Q8, Q10, Q19, Q20, Q23). For each query, two bars are shown: RDB (grey) and RDB + QueryEdge (yellow). QueryEdge consistently shows significantly lower query times, with a 10x average improvement highlighted.

RightOrder QueryEdge improves the performance, scalability and flexibility of business-critical applications by orders of magnitude. Based on the patented Index Fabric Technology, QueryEdge enables Global 5000 organizations to increase the performance of Business Intelligence, Data Warehouse and other query-intensive and reporting applications by 10-50x.



RightOrder

404 Saratoga Avenue, Suite 200

Santa Clara, CA 95050

Phone: (408) 321-6260

WEB: www.rightorder.com

EMAIL: getmoreinfo@rightorder.com

Document Imaging

Virtual Booth 4052 • Virtual Product 1997

The amount of information that arrives at your business increases everyday. And while a high percentage is Internet-based, much of it still comes the traditional way - via paper documents. AnyDoc Software provides a complete line of automated document and data capture software solutions to eliminate the need for manual data entry from all your paper invoices, forms and documents. Our multiple award-winning OCR for AnyDoc® is the most powerful and flexible data capture solution available. It is currently in use at thousands of businesses worldwide, in virtually every industry, transforming stacks of paper invoices, forms and documents into computer-readable data without any need for data entry operators. With OCR for AnyDoc you will: improve productivity, increase data accuracy, reduce data entry costs, eliminate wasted resources, and receive a rapid ROI.



AnyDoc

SOFTWARE

401 E. Jackson Street, Suite 1200

Tampa, FL 33602

Phone: (813) 222-0414

Fax: (813) 222-0018

WEB: www.anydocsoftware.com

EMAIL: sales@anydocsoftware.com

Antispam

Virtual Booth 3698 • Virtual Product 1284



- Web interface for user spam management
- Multiple antispam filtering technologies are used for high accuracy
- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages

Starting Price \$17.50 per user for commercial organizations. Volume & Educational discounts available.



PROCESS

SOFTWARE

A PLATINUM EQUITY COMPANY

959 Concord Street

Phone: (800) 722-7770

WEB: www.process.com

Framingham, MA 01701

Fax: (508) 879-0042

EMAIL: sales@process.com

Antispam

Virtual Booth 3934 • Virtual Product 1822



iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam
- 30-day product evaluation



SUNBELT SOFTWARE

101 N. Garden Ave.

Clearwater, FL 33755

Phone: (888) 688-8457

Fax: (727) 562-5199

WEB: www.sunbelt-software.com/pcom

EMAIL: sales@sunbelt-software.com

Antispam

Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses
—BEFORE They Reach Your Network

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as \$3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. *Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting*

THE FULCRUM GROUP



715 Katy Road, Suite 208A
Keller, TX 76248
Phone: (817) 337-0300
Fax: (817) 337-0313
WEB: www.fulcrumgroup.net
EMAIL: info@fulcrumgroup.net



Antispam

Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

TUMBLEWEED COMMUNICATIONS

700 Saginaw Drive
Redwood City, CA 94063
Phone: (800) 696-1978
Fax: (650) 216-2001
WEB: www.tumbleweed.com
EMAIL: info@tumbleweed.com

Email

Virtual Booth 4181 • Virtual Product 2197

SuSE Linux Openexchange Server is the modular all-in-one communication and collaboration solution that yields **savings of up to 63%!** More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.

The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.

SPINWEB

1809 West University Avenue
Munice, IN 47303
Phone: (765) 284-0910
Fax: (603) 843-1376
WEB: www.spinweb.net
EMAIL: sales@spinweb.net

Email Utility


Virtual Booth 4194 • Virtual Product 2228

Automatically Manage Mailboxes, PST Files and Public Folders

Mail Attender® Enterprise centrally manages content within PST files (network accessible and local), public folders and Exchange mailboxes to save your company time and expense.

Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enterprise!

Prices start as low as \$15.00 per user with volume discounts available.


SHERPA SOFTWARE

1300 Old Pond Road
Bridgeville, PA 15017
Phone: (800) 255-5155
WEB: www.sherpasoftware.com
EMAIL: info@sherpasoftware.com

Email Utility

Virtual Booth 3805 • Virtual Product 1592

GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: \$3,750; 100 users: \$950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

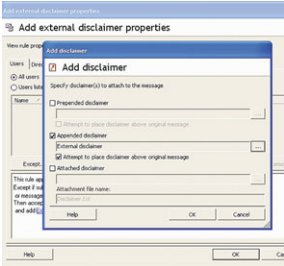
GFI

15300 Weston Parkway, Suite 104
Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB: www.gfi.com
EMAIL: sales@gfi.com


Email Utility

Virtual Booth 4234 • Virtual Product 2350

\$395
for 10 users



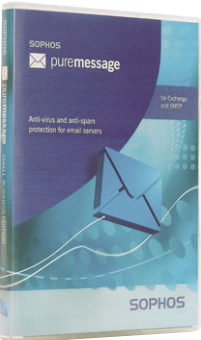
Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers anti-spam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.

Red Earth Software

200 Marcy Street
Portsmouth, NH 03801
Phone: (603) 436-1319
Fax: (603) 457-8455
WEB: www.redearthsoftware.com
EMAIL: sales@redearthsoftware.com


Email Utility

Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.

- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

SOPHOS

539 Encinitas Blvd.
Encinitas, CA 92024
Phone: (800) 535-3353
Fax: (760) 942-6489
WEB: www.nwtechusa.com
EMAIL: sales@nwtechusa.com

Instant Messaging


Virtual Booth 4166 • Virtual Product 2153

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- Instant Message (IM)
- Numberless Dialing (Paging)
- Voice recording
- Dynamic conferencing

- Presence
- Intercom
- Conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.

Pangean Technologies

59 Heritage Drive
Pleasantville, NY 10570
Phone: (877) 472-6432
Fax: (877) 581-7616
WEB: www.pangeantech.com
EMAIL: sales@pangeantech.com

Mobile CRM

Virtual Booth 4068 • Virtual Product 2027

Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.

VOICE AUTOMATION

238 Littleton Road
Westford, MA 01866
Phone: (866) 781-8642
Fax: (978) 392-8679
WEB: voiceautomation.com
EMAIL: sales@voiceautomation.com

Mobile CRM

Virtual Booth 3958 • Virtual Product 1873




Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

air2web

1230 Peachtree St. NE, 12th Floor
Atlanta, GA 30309
Phone: (404) 942-5300
Fax: (404) 815-7708
WEB: www.air2web.com
EMAIL: info@air2web.com

Mobile Email

Virtual Booth 3958 • Virtual Product 1872




Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

air2web

1230 Peachtree St. NE, 12th Floor
Atlanta, GA 30309
Phone: (404) 942-5300
Fax: (404) 815-7708
WEB: www.air2web.com
EMAIL: info@air2web.com

Mobile System Management

Virtual Booth 3955 • Virtual Product 1863

IC²

Tool Categories

Exchange Servers

Server States

Queues


Logged On Users

Mailboxes

Public Folders

Computer Tools

Infrastructure Command and Control (IC²) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC²'s unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.


ECUTEL®

2300 Corporate Park Dr., Ste. 410
Herndon, VA 20171
Phone: (571) 203-8300
Fax: (571) 203-8310
WEB: www.ecutel.com
EMAIL: info@ecutel.com

Operating System

Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the **iSeries**, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On **iSeries**, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.




CALLAGHAN QUINN ASSOCIATES, INC.

4720 Kirkwood Highway
Wilmington, DE 19808
Phone: (800) 787-7092
Fax: (302) 225-7505
WEB: www.CQAInc.com
EMAIL: sales@CQAInc.com

Access Control

Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.



StillSecure®

361 Centennial Pkwy., Suite 270
Louisville, CO 80027
Phone: (303) 381-3800
Fax: (303) 381-3881
WEB: www.stillsecure.com
EMAIL: sales@stillsecure.com

Access Control

Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Mobility Identity Enforcement

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.



SYNCTOMI™

One Secure Place
Phone: (814) 438-8200
WEB: www.synctomi.com

Union City, PA 16438
Fax: (814) 438-8203
EMAIL: sales@synctomi.com

Access Control

Virtual Booth 3968 • Virtual Product 1884

User ID Management Solution

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

- Clear and measurable benefits for your company's IT department, HR managers, business managers, employees, business partners, and customers.
- Best-in-class account provisioning features for maximum security, efficiency, productivity, cost-savings, and ROI.
- Flexible technology that integrates with and leverages your existing identity stores, service desk applications, messaging systems, and IT systems.



courion®

1881 Worchester Road
Framingham, MA 01701
Phone: (866) 268-7466
Fax: (508) 879-8500
WEB: www.courion.com
EMAIL: sales@courion.com

Access Control

Virtual Booth 4092 • Virtual Product 2054

Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords. PassGo also has a free version of SSO Plus available for non-commercial use -- www.ssoplus.com



PassGo


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Pittsburgh, PA 15220
Phone: (888) 652-3983
WEB: www.passgo.com
EMAIL: sales@passgo.com

Access Control

Virtual Booth 4115 • Virtual Product 2088

RoboForm 6.0

Imagine an online world where you no longer have to remember various usernames & passwords for the dozens of sites that you visit. The new RoboForm 6.0 password management & form filling tool memorizes online passwords, automatically logs users onto Web sites, generates random secure passwords and fills out long registration forms with one click. This latest version allows users to take their "identity" - password details wherever they travel on a USB key, along with a PDA version.



RoboForm®

Fills Forms, So That You Don't Have To

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EMAIL: ask@siber.com

Access Control

Virtual Booth 3944 • Virtual Product 1838

Entrust TruePass™



You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use - increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a Web browser.




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Access Control

Virtual Booth 3866 • Virtual Product 1702



Security. Mobility. ROI. Coming to an operating system near you. The **Identix BioLogon® Software Suite** offers the complete solution for all your desktop and network fingerprint authentication needs. A complete multifactor authentication solution, BioLogon provides fingerprint and password support. The result: increased security, lower administrative costs, and added convenience.




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Antispyware

Virtual Booth 4213 • Virtual Product 2270



The spyware threat is escalating in the corporate environment. Webroot Spy Sweeper Enterprise is an award-winning, comprehensive spyware solution for corporations that actively protects against all types of spyware, adware, Trojan horses, system monitors and other potentially unwanted programs. Please visit our Web page for additional information about our Internet privacy products.



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Antispyware

Virtual Booth 3782 • Virtual Product 2343

Pricing From
\$1,500
50 Users



Use DynaComm i:scan to remove spyware and adware, eliminate malware infections, even lock down systems and manage the use of USB mass storage devices through distributed scanning and real-time monitors. Designed to provide protection across the largest network, all managed from a central console. Learn more at www.dccscan.com.



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EMAIL: info@futuresoft.com

Content Filter

Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting & analysis. Call for quote.



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Content Filter

Virtual Booth 4143 • Virtual Product 2118

Websense, Inc. enables organizations to manage employee Internet use through multilayered Web filtering and security solutions. This employee-centric approach protects organizations from new and emerging threats such as spyware, phishing and malicious mobile code, and complements traditional security solutions. Websense award-winning and industry-leading filtering solutions help organizations manage how employees use the Web.

- Manage employee Internet access
- Mitigate exposure to zero-day security threats
- Prevent spyware and malicious mobilecode
- Block peer-to-peer (P2P) file sharing



WEBSENSE

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WEB: www.websense.com

San Diego, CA 92121
Fax: (858) 458-2950
EMAIL: info@websense.com

Database Security

Virtual Booth 4027 • Virtual Product 1966

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. **WizRule** detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

Features and Benefits

- Reports the rules, and the cases deviating from the norm.
- Displays the contents of the deviated cases.
- Reveals and lists spelling errors in names and values
- Reads dbf, MS Access, MS SQL, Oracle, ASCII files and any ODBC compliant database
- Easy-to-use interface based on Windows 9x / NT / 2000 / XP.



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Fax: (516) 393-5842
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EMAIL: sales@wizsoft.com


Database Security

Virtual Booth 4077 • Virtual Product 2037



Audit Suite provides a powerful, non-intrusive, data-security solution for corporate databases with a 24x7x365 audit-trail of all SQL requests. This ensures accountability and deters eaves-dropping by trusted insiders.

- Detailed knowledge of who did what & when
- Instant regulatory compliance with SOX, HIPAA
- Security policies, real-time policy driven alerts
- Automatic archiving, activity summaries
- No impact on databases or applications
- Comprehensive database and platform support
- Comprehensive metrics including SQL query
- Comprehensive server, display & search filters
- Data analysis, correlation and custom reporting



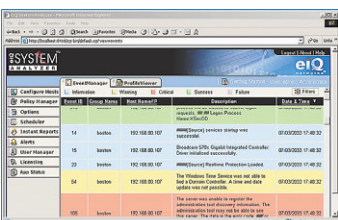
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Event Correlation

Virtual Booth 3746 • Virtual Product 1485

\$795

per every 10 hosts



Centralized Windows, UNIX and Linux System Event Log Analysis

- Agentless centralized analysis and reporting
- Compliance reporting--HIPAA, GLBA, Sarbanes-Oxley
- Host grouping for event prioritization and reporting
- Real-time alerting and automatic notification
- Centralized event manager and reporting portal




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Event Correlation

Virtual Booth 3994 • Virtual Product 1940

NetMonSecure™ is the first real-time event correlation technology to merge network security and network data management into one offering.

- Full-featured SIM at an affordable price
- Network & Security Event Management
- Real-time threat correlation
- Automated real-time drill-down forensic analysis without programming
- Easy to install and use
- ROI almost immediate – get results on the first day
- Rules based security policies
- Notifications & Active Responses



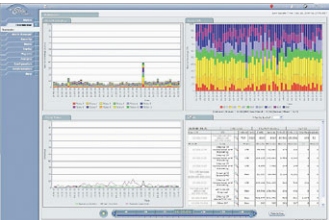
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Starting At

\$3,995

Event Correlation

Virtual Booth 4064 • Virtual Product 2019



StealthWatch + Therminator
Network Activity Analyzer

Lancope's StealthWatch+Therminator is the thermodynam-ic, behavior-based threat detection and network intelli-gence solution for real-time visualization of network traffic and patternless detection of known/unknown attacks.



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Event Correlation

Virtual Booth 3934 • Virtual Product 1821



Prevent downtime and intrusions. **ServerVision** allows you to keep an eye on your servers and keep them secure at the same time. Getting started is a breeze with straightforward wizards and both an MMC snap-in and Web-based interface. Powerful server and event log monitoring that's EASY to configure, EASY to run and EASY on your budget.

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Event Correlation

Virtual Booth 4114 • Virtual Product 2087



Meet security, auditing & compliance requirements for SOX, GLBA, HIPAA and other regulations with RippleTech's LogCaster. Try a free 30-day evaluation and let our experts guide you through the install and 'best practice' configura-tions to ensure the results that you require.

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Event Correlation

Virtual Booth 4196 • Virtual Product 2230

Blue Lance's multiplatform network auditing and monitoring software assures the integrity of files containing financial data for principal executive officers at publicly traded companies. LT Auditor+ records all network activities from the operating system level, creating detailed, secure audit logs. LT Auditor+ provides the ability to monitor Windows Servers and Workstations, Netware Servers, and SYSLOG-enabled computers/applications (including Unix Servers, Newtork Devices and firewall appliances).

Starting at \$499/server and as low as \$360/server depending on the amount of servers purchased

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Event Correlation

Virtual Booth 4016 • Virtual Product 1958

When it comes to screening for fraud.... who can you trust?

If your company conducts a high volume of customer trans-actions and you're looking for ways to minimize fraud and bad debt, **Lightbridge is the name you can trust.** We've screened hundreds of millions of customer applications since 1989, helping our clients avoid billions of dollars in fraud. Lightbridge fraud screening tools are part of the most comprehensive suite of automated fraud and risk management solutions available. Our automated process-es determine the validity and risk profile of each new appli-cant before they become a customer. Lightbridge and integrated third party products deliver proven results for:


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- Validation
- Fraud Scoring
- Verification



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Firewall Application

Virtual Booth 4151 • Virtual Product 2126



\$99.95

ServerMask modifies your Web server's "fingerprint" by removing unnecessary HTTP response data, modifying cookie values, and adjusting other response information to obscure the identity of your server. Successful obfuscation can confuse hackers, making it more likely they try the wrong exploits first -- and are more easily identified by a firewall or intrusion detection system.



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Firewall Application

Virtual Booth 3784 • Virtual Product 2397


\$59

Retail Price



Next Generation Personal Firewall & Intrusion Prevention

- Protection at ring zero, works even if program is killed
- 1st with Process Control – Stops malware AND restrict-ed programs
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IDS/IPS

Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based, **data-base intrusion protection system** empowering enterpris-es to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the database. Providing an audit trail and "real-time" alerting of all data-base activity without any impact on performance.

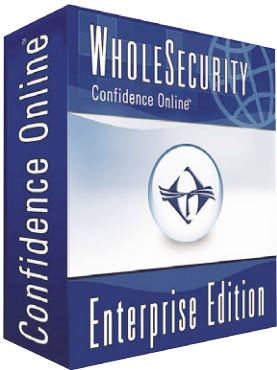


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WEB: www.appsecinc.com

New York, NY 10018
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IDS / IPS

Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats? WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

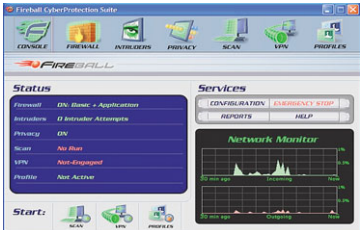
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WholeSecurity

Mobile Device Security

Virtual Booth 4091 • Virtual Product 2053



Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPsec VPN. Controls all levels of network traffic and communications.

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Mobile Device Security

Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization's contact and ownership information is hardcoded directly within your custom Enterprise version.
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Policy Compliance

Virtual Booth 3868 • Virtual Product 1703



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

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Liquid Machines

Policy Compliance

Virtual Booth 3975 • Virtual Product 1906



Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
- Operational notifications sent 24/7/365
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- Platform independent
- Small footprint
- Nominal network traffic
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Policy Compliance

Virtual Booth 4075 • Virtual Product 2035



Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley**, **HIPAA**, **GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

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Policy Compliance

Virtual Booth 3785 • Virtual Product 1550

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Policy Compliance

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CREDANT® Mobile Guardian (CMG) Enterprise Edition

This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.



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Rights & Permissions

Virtual Booth 4162 • Virtual Product 2145



\$995

Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.



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Rights & Permissions

Virtual Booth 3972 • Virtual Product 1889



as low as
\$19.95
per user

Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.



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Rights & Permissions



The "Secure Hash Signature Generator" creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASter running the Windows operating system.



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Virtual Booth 3960 • Virtual Product 1875



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

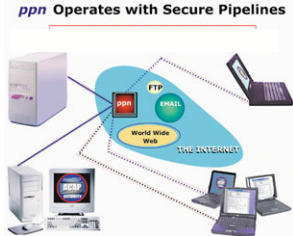
- Simplified Group Policy Planning, Management & Backup
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Rights & Permissions

Virtual Booth 4150 • Virtual Product 2125



Both ppnPC and ppnPRO provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.



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Rights & Permissions

Virtual Booth 3944 • Virtual Product 1837



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.



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Security Suite

Virtual Booth 3726 • Virtual Product 1427



Award-Winning Security Solution


Astaro Security Linux provides six essential applications in a single, easy-to manage package. It eliminates the need for multiple security products, which saves time & money. It includes firewall, VPN, antivirus, URL filtering, spam filtering, intrusion protection, remote access, application proxies, usage reporting and much more.




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VPN Application

Virtual Booth 3971 • Virtual Product 1888



The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.




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VPN Application

Virtual Booth 4078 • Virtual Product 2040

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely. OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.



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EMAIL: sales@ovisgate.com


Vulnerability Management

Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software

You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.


- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.



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EMAIL: info@intrusec.com

Vulnerability Management

Virtual Booth 3875 • Virtual Product 1719



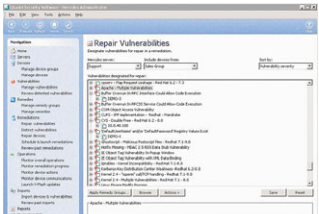
Skybox™ View creates a virtual model of your environment and then, by leveraging your scanned information, runs attack simulations distilling 10,000's of vulnerabilities down to the <2% that are critical because they are truly "exposed." **Skybox™ View** reduces the window of exposure from months to hours and communicates risk in layman terms to executives.

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MANAGING THE RISKS THAT MATTER

Vulnerability Management

Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

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Vulnerability Management

Virtual Booth 3880 • Virtual Product 1724



PRODISCOVER®
For Windows

Applications

- Internal Investigations
- Incident Responses
- Disk Forensics

Features

- Examines live systems in your network
- Finds Trojans and rootkits that hide in your system

For Complete Product Specs
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\$495

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Vulnerabilitiy Management


Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: \$795 per server and \$29 per desktop

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EMAIL: sales@pedestal.com

Vulnerability Management

Virtual Booth 4164 • Virtual Product 2147

Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

**ALLEGENT™**
Technology Group

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Fax: (516) 364-7036
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EMAIL: sales@allegent.net

Backup Application

Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

**VERITAS™**

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Backup Application

Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
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- Flexible

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Backup Application

Virtual Booth 3991 • Virtual Product 1926

Not Just Another Backup Utility!

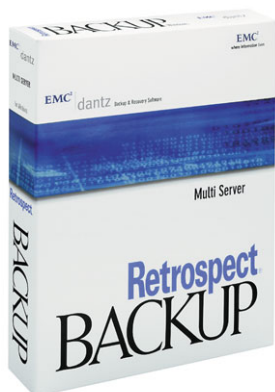
VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

**21ST CENTURY software**


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Backup Software

Virtual Booth 4062 • Virtual Product 2014



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.

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Backup Application

Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
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Backup Application

Virtual Booth 3929 • Virtual Product 1814



Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

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Backup Application

Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Centralize and automate your backup and recovery process
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance, removing dependence on human management

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Backup Application

Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:


- Installation & setup wizard
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- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!




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Backup Application

Virtual Booth 4224 • Virtual Product 2314



Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.



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Backup Utility

Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory

- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages


- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

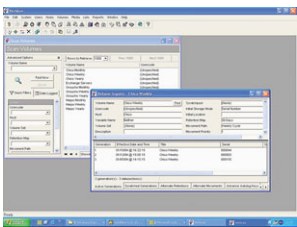


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Backup Utility

Virtual Booth 3998 • Virtual Product 1943





Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.




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Data Replication

Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.



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EMAIL: sales@constantdata.com

Storage Resource Mgmt.

Virtual Booth 3747 • Virtual Product 1483

The CreekPath Suite provides integrated Storage Operations Management—you can readily discover what you have, see how it is performing, visualize the storage environment, and identify resources and opportunities for optimization. You can automate reporting to stay up to date on the health of your storage environment, and accurately plan for future demands. The CreekPath Suite also has management capabilities that let you resolve problems and automate workflow according to policies, sharing a common workflow and a policy engine that automates processes while tightly integrating Storage OperationsManagement (SOM) for maximum efficiency.

The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the network.



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Storage Resource Mgmt.

Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.


- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality




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Storage Resource Mgmt.

Virtual Booth 3979 • Virtual Product 1901



SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.



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Storage Resource Mgmt.

Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexible and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting




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Storage Resource Mgmt.

Virtual Booth 3979 • Virtual Product 1900

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are cross-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



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Storage Research Mgmt.

Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.


- Installs easily and quickly with no required production server downtime
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- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery



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Storage Utility

Virtual Booth 3820 • Virtual Product 1614



\$4495

The SCSIttoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSIttoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.



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TemPageR™... The Computer Room Temperature Monitor

Protect Valuable Equipment & Reduce Downtime By Monitoring Temperatures In Rack Cabinets, Computer Rooms & Data Centers



Actual Size Is
1.25" x 2.25" x 4.5"
Rack Mount Optional

\$395 List... **Online Special \$295!**

- Arrives assembled & ready to install in minutes
- Allows real-time temperature monitoring & logging
- Includes 1 built-in & 1 external digital temperature sensor
- Allows 2 additional external digital temperature sensors
- External temperature sensors can be up to 100' from box
- Allows actual temperature values in alert messages
- Allows notification to individuals and groups
- Allows notification by email, SMS, SNMP & more
- Connects via Ethernet for easy & immediate use
- Allows management through your web browser
- Requires NO host PC, additional software use is optional
- Includes TemPageR Box, 10' Ethernet cable, CD, manual
- Includes Toll Free sales & technical assistance
- Includes 1 year Maintenance Support & Update Service
- Includes a '30-Day Satisfaction Guarantee'
- Incorporates AVTECH's almost 20 years of experience
- 19" rack mount kit & international voltage converter optional

Save \$100... Place Your Order This Week!

No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When a disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

Temperature monitoring is one of the biggest threats facing today's dense computer rooms and data centers. More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to be an IT data center. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85° F, you're cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, APC or Liebert. The bottom line is that you need to know immediately when temperature problems arise because recovery is simply too expensive.

**"25% of all data centers experience
downtime more than 5 times a year...
60% of these last more than a half day."**

Thankfully there's **TemPageR**, the low price, high value solution that monitors 24x7 to automatically alert your staff when temperature extremes or changes occur. It will log temperatures for easy export, runs without a host PC and easily integrates with advanced monitoring software like *PageR Enterprise, OpenView, Tivoli & Unicenter*. **TemPageR** is proven protection used by the Fortune 1000, Pentagon, United Nations, U.S. government, and businesses large & small... *Why not at your facility?*

AVTECH Software has almost 20 years of experience serving data centers around the world. Our **TemPageR** product provides reliable, 'real-time' digital temperature monitoring with advanced features. Easy to install and configure, your staff can have **TemPageR** operational in minutes to protect your equipment and data center. If you're looking to monitor more than temperature, then consider one of our powerful **Room Alert** models to monitor temperature, humidity, power, flood, smoke, entry, and more. Our alerting and automatic corrective action capabilities are the most advanced available.

**"Immediate detection & alert notification are
the #1 ways to reduce downtime costs."**

To learn more about **TemPageR** or **Room Alert**, visit us online or call to speak with a product specialist. We're happy to send you printed literature, quotes, evaluation CDs and more. You can request product quotes online for immediate delivery by email. AVTECH Software products ship complete with everything you need and include printed documentation, toll free tech support, and a '30-Day Satisfaction Guarantee' return policy.

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Storage Utility

Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

Precision I/O

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EMAIL: sales@precisionio.com

Storage Utility

Virtual Booth 3905 • Virtual Product 1777



WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

String Bean SOFTWARE

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Baseline & Audit

Virtual Booth 3793 • Virtual Product 1559



Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

- Central database
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- Auto discovery
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- Ability to monitor mission-critical services
- Run remote commands
- Schedule collections by time interval on demand
- Agent is DCOM based, not service based

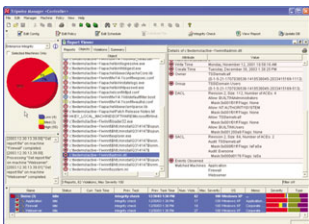
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Per Server

Configuresoft

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Baseline & Audit

Virtual Booth 4066 • Virtual Product 2023



Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

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Cluster Management

Virtual Booth 3920 • Virtual Product 1792

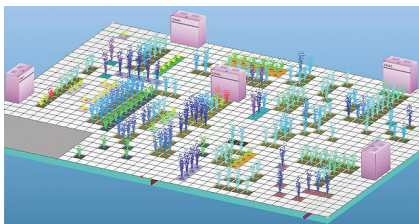
VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

VERITAS

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HVAC Management

Virtual Booth 4058 • Virtual Product 2006



TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.



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Patch Management

Virtual Booth 3819 • Virtual Product 1754

iPass Patch Management Service

- **Continuous, automated assessment.** iPass inventories security assets on the PC and runs a security assessment before allowing an Internet connection.
- **Automated remediation.** After assessing the device, iPass automatically remediates OS patches and antivirus definition files based on your policies and priority levels.
- **Automated patch management.** Each time an OS patch is released, it's immediately available. The management of antivirus updates is also highly automated.



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Patch Management

Virtual Booth 3793 • Virtual Product 1560



\$25
Per Workstation

Security Update Manager

- Enterprise assessment in minutes
- Push and pull deployment
- Deployment control
- Security and role-based access
- Integration with Microsoft Security Web site



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Patch Management

Virtual Booth 4177 • Virtual Product 2187



The industry standard for automated security patch management, Shavlik HFNetChkPro™ is the fastest, easiest, most logical way to secure your network. Start patching in just 30 minutes to ensure that your systems are fully protected.

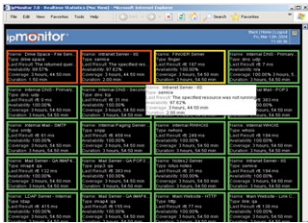
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Performance Monitoring

Virtual Booth 3990 • Virtual Product 1925



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Performance Monitoring

Virtual Booth 3920 • Virtual Product 1793

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Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.

Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.

Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.

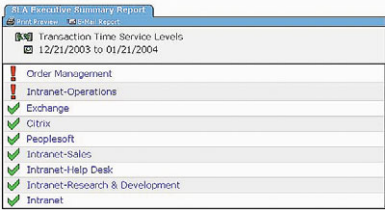


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Performance Monitoring

Virtual Booth 4043 • Virtual Product 1985

\$34,500
Starting Price




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Performance Monitoring

Virtual Booth 4233 • Virtual Product 2388



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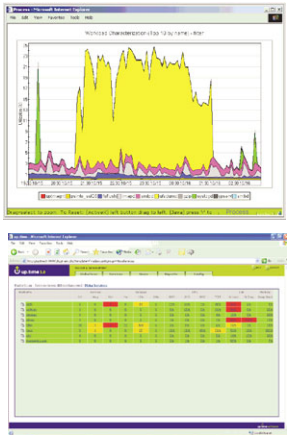


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Performance Monitoring

Virtual Booth 3925 • Virtual Product 1806



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Performance Monitoring

Virtual Booth 4021 • Virtual Product 1961

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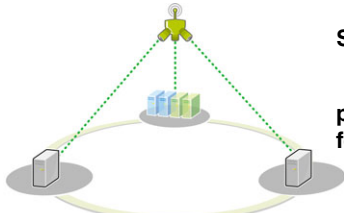
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- Manage application performance



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Performance Monitoring


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Virtual Booth 3800 • Virtual Product 1579

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Virtual Booth 3878 • Virtual Product 1721

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Systems Management Suite

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Virtual Booth 4200 • Virtual Product 2249

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Systems Management Suite

Virtual Booth 4215 • Virtual Product 2272



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Terminal Services

Virtual Booth 4139 • Virtual Product 2112



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Terminal Services

Virtual Booth 4076 • Virtual Product 2036



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Virtualization

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Virtualization

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Workstation Management

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Workstation Management

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Workstation Management

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IP Telephony/VoIP

Virtual Booth 4103 • Virtual Product 2073

Benefits of NetRelations

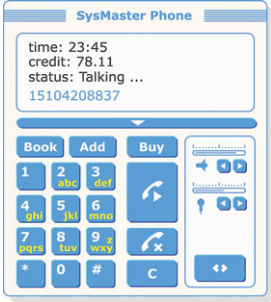
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IP Telephony/VoIP

Virtual Booth 3909 • Virtual Product 1780



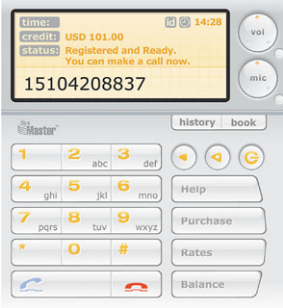
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- Microphone volume control
- Contact Book
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- Instant balance reporting
- Skinnable interface




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IP Telephony/VoIP

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- DTM dialing from user's PC
- Speaker volume control
- Microphone volume control
- Contact Book
- History list of the most recently used phones
- Instant balance reporting
- Includes a timer for the seconds
- Calling time
- Skinnable interface



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IP Telephony/VoIP

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Application Development

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Data Center Design

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Data Center Design

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Network Management

Virtual Booth 4205 • Virtual Product 2255

As data networks have evolved, so has their relative complexity and support costs. Our ManageNow Next Generation Managed Solutions over IP provides benefits that small, midsize and growing businesses demand most: unlimited support, rapid response times, coverage and compatibility.

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Angled Patch Panel
Eliminates Need for Horizontal Cable Managers

High-Density Patch Panel
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PANDUIT Angled Patch Panels manage high-density network applications in up to one-fourth the area of conventional cable management systems. Angled Patch Panels facilitate proper bend radius of each cable as it is routed directly into a vertical cable manager, eliminating the need for horizontal cable managers. PANDUIT offers angled solutions for all high-density installations:

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- DP6® PLUS and DP5e® Angled Patch Panels feature punchdown style termination on the back of each panel for Category 6 and 5e performance
- Mini-Com® Angled Flush Mount Modular Patch Panels include rear mount faceplates, allowing the modules to be flush with the front of the patch panels
- Mini-Com® ULTIMATE ID™ Angled Modular Patch Panels provide TIA/EIA-606-A compliant installations or customized labeling for specific applications

Mini-Com® Patch Panels accept all Mini-Com® Modules for copper, fiber and coax to facilitate future upgrades. PANDUIT offers a range of cable management products with integral bend radius control that, when used with angled patch panels, eliminate the need for horizontal cable managers. In combination, these products provide the user with the ultimate high-density cable management system.



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Hosting/DR Site

Virtual Booth 2899 • Virtual Product 1668

Vertical Space	Power included	Server allowance	Monthly Fee	Throughput GB/Month
1	1amp	1	50	20
4	2amp	1	150	40
8	4amp	2	200	40
16	4amp	4	400	60
24	5amp	6	600	80
42	5amp	16	1100	160

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Hosting / DR Site

Virtual Booth 4013 • Virtual Product 1956

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Hosting/DR Site


Virtual Booth 4022 • Virtual Product 1962

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Hosting/DR Service

Virtual Booth 4157 • Virtual Product 2133

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Disgruntled Employees • Manmade Disasters
Natural Disasters • Terrorism

IT-Lifeline Services Offered:
Outsourced Data Backup & Recovery • Fully Enabled
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Recovery Testing • Emergency Response Services

**Waiting for disaster is a dangerous strategy.
The real disaster is not being prepared!**



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Hosting/DR Site

Virtual Booth 3897 • Virtual Product 1767

Savvy Managed Replication is built on DoubleTake, the world's market leader in Disaster Recovery. We provide real-time data protection to reduce data loss & downtime and enhance the performance of your existing backup application. Our system monitors file changes as they occur on one (or many) of your source servers, replicating them in real-time to our dedicated offsite data repository over your existing network links. Our Managed Replication Servers provide you with the most cost-effective solution for ensuring your ability to recover your intellectual property in the event of a catastrophic server failure, theft, fire or other disaster. We assist you every step of the way, from analyzing your needs to obtaining, configuring, and installing the proper backup equipment at our secure hosting facility. You can count on us to handle EVERY technical detail.



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Hosting / DR Site

Virtual Booth 4218 • Virtual Product 2297

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Virtual Booth 3900 • Virtual Product 1770

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Virtual Booth 2265 • Virtual Product 0032

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Antispam Service

Virtual Booth 4056 • Virtual Product 2005



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Multiple IT Services

Virtual Booth 3766 • Virtual Product 1535

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Multiple IT Services

Virtual Booth 3970 • Virtual Product 1887

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Multiple IT Services

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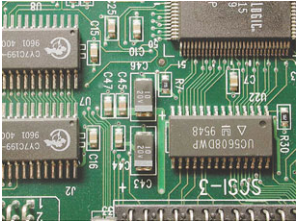
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Access Control

Virtual Booth 4223 • Virtual Product 2313

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Its services include:

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- User Provisioning



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Access Control

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Managed Security Services

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Managed Security Services

Virtual Booth 3843 • Virtual Product 1637

4FrontSecurity Inc. is a global information assurance / security services firm headquartered in Reston, VA. We provide expert / practical advice to help organizations understand how to navigate through the security maze and comply with global regulatory and compliance issues. 4FrontSecurity has developed software to assist auditors and organizations understand how to assess and comply with the BS 7799/ISO 17799 standard. 4FrontSecurity's services include:

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Managed Security Services

Virtual Booth 3956 • Virtual Product 1867

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Managed Security Services

Virtual Booth 3983 • Virtual Product 1910

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Security Assessment

Virtual Booth 3815 • Virtual Product 1607

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Security Assessment

Virtual Booth 4156 • Virtual Product 2132

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Security Assessment

Virtual Booth 4165 • Virtual Product 2152

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- Organizations – developing policies, procedures and methods that prepare an organization to meet discovery orders by an opposing counsel or a court.



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VPN

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Vulnerability Management

Virtual Booth 4099 • Virtual Product 2067

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Data Backup Services

Virtual Booth 3897 • Virtual Product 1766

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Savvy's Basic Backup is the smart offsite backup solution for your PC, NAS or file server.

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Data Backup Services


Virtual Booth 3696 • Virtual Product 1278

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Data Backup Services

Virtual Booth 3948 • Virtual Product 1857

Securing your mission-critical data

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CD/DVD Services

Virtual Booth 3368 • Virtual Product 1730

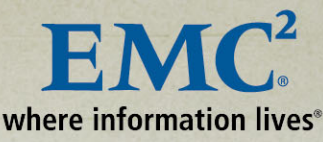
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Fr: I need training to install this

To: my intern installed this



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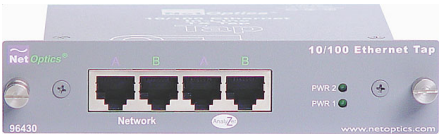


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Cable Management

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Environmental Monitoring

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Virtual Booth 3669 Virtual Product 2232



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HVAC

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Virtual Booth 3946 • Virtual Product 1852

\$9.95

per bag



AAA Cable Markers - The Professional Solution

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Labeling

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Computer Nameplates

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Power Distribution

Virtual Booth 931 • Virtual Product 1072



- Dual power feeds in one enclosure
- Group outlet control for up to 4 power circuits
- Remote reboot via IP
- Secure HTML GUI, SNMP, RS-232 access 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing



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EMAIL: sales@servertech.com

Power Distribution

Virtual Booth 931 • Virtual Product 1071



- Remote Reboot via IP
- Secure HTML GUI, SNMP, RS-232 access
- 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing
- Link to a second tower for group outlet control



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Power Management

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Power Management

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- Remote Power Management & Pass-Through Console Port Access
- 4 Pass-Through ports for console management of serial devices
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Power Management

Virtual Booth 2144 • Virtual Product 780



24 RECEPTACLE REMOTE POWER MONITORING & DISTRIBUTION

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Display
- RS232 Interface 120/208VAC 10,20,30A Models
- Power Distribution and Monitoring In One Unit



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Power Management

Virtual Booth 2144 • Virtual Product 778



8 RECEPTACLE POWER CONTROL AND MONITORING

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Displays Power Monitoring Information
- RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles



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Power Management

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Power Management

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Power Management

Virtual Booth 4178 • Virtual Product 2188



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Power Management

Virtual Booth 3981 • Virtual Product 1905



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Power Protection

Virtual Booth 3710 • Virtual Product 1331



Model: ISOBAR12ULTRA

\$149.00MSRP

Premium protection against surges, spikes and line noise

- 12 outlets
- All-metal housing
- 1280 joule rating
- Isolated filter banks remove EMI/RFI line interference
- Diagnostic LEDs
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Power Protection

Virtual Booth 3710 • Virtual Product 2409



Model: SU30K3/3

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\$23,519MSRP




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Power Protection

Virtual Booth 931 • Virtual Product 1074




- Provide redundant power to single-power supply servers
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- Primary select switch to designate the primary & secondary power feeds
- LED lights indicate which power source is in use



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Power Protection

Virtual Booth 2144 • Virtual Product 779




RS232 Port Transfer Switch

4 receptacles per side

8 RECEPTACLE POWER CONTROL / MONITORING WITH TRANSFER SWITCH

- Current, Voltage, Power, and Temp Monitoring
- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10, 20, 30A Models
- Turn On, Off, or Reboot any or All Receptacles



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Power Protection

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Power Protection

Virtual Booth 3804 • Virtual Product 1582



List Price
\$1545


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- 2U rack or tower installation
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Power Protection


Virtual Booth 4238 • Virtual Product 2345



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Power Protection

Virtual Booth 4238 • Virtual Product 2346



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Power Protection

Virtual Booth 3923 • Virtual Product 1802



Available Models
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For Workstation, Peripherals, POS, Alarm & Phone Systems

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- 3 Battery powered outlets and 3 surge protected outlets
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Racks and Cabinets

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- Support Complete Solution
- 11U - 42U H, 23" - 40" D
- Ships within 2 Days
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Racks & Cabinets

Virtual Booth 4106 • Virtual Product 2329



19" Enclosure Cabinet

- 42 U x 36" Deep
- 4 Mounting Rails
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User adjustable design accommodates equipment from 24" to 36.5" Deep.

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Racks & Cabinets

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Racks & Cabinets

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Racks & Cabinets

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Racks and Cabinets

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- Centralization of disparate management tools by delivering a single IP address to each rack with scalability of 1 to 42 ports per rack
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Racks & Cabinets

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Furniture

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Select Standard or Custom

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- 200+ laminate colors
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SCS160

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Access Server

Virtual Booth 1829 • Virtual Product 1895



The Avocent CCM console manager, available in 8, 16, & 48-ports, provides complete and secure in-band and out-of-band connectivity to ensure quick access to serial devices, including servers, network gear, telco and power devices. Key features include: SSH v2/Telnet host, strong authentication, offline buffering, management software, SUN Solaris Ready, and more. Call for a 30-day evaluation.



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Access Server

Virtual Booth 2887 • Virtual Product 1865



\$349
MSRP

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- Allows network mobility for untethered communication
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Access Server

Virtual Booth 4003 • Virtual Product 1949



\$275

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Access Server

Virtual Booth 4152 Virtual Product 2127



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List Price

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Cache Engine

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Cache Engine

Virtual Booth 4159 • Virtual Product 2142

Starting Price **\$1,995**



The **Procyon** Web Caching Appliance offers security, reliability, and flexibility by leveraging the power of Open Source Software. Combining a tightly integrated hardware platform with an easy-to-use GUI and proven software components, the Procyon is an affordable and powerful caching solution for ISPs, small business, enterprise and education environments.



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Cache Engine

Virtual Booth 3911 • Virtual Product 1782



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Content Transformation

Virtual Booth 4088 • Virtual Product 2051

The **WAP Gateway** acts as a bridge between the Internet world and the mobile world and offers services such as end-user authentication, encoding of WML pages, and WML script compiling. WAP uses the underlying Web structure to render more efficient communication between content providers and mobile devices. The wireless protocol employs Wireless Markup Language (WML) for application contents instead of Hypertext Markup Language (HTML). An important feature of WAP is the support of telephony service integrated with microbrowsing of data. aveAccess WAP Gateway acts as a proxy between the wireless network and the Internet while encoding WAP data into byte code to conserve bandwidth.



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Phone: (732) 412-3000
Fax: (732) 412-2145
WEB: www.atinav.com
EMAIL: info@atinav.com

Load Balancing

Virtual Booth 4204 • Virtual Product 2253



The PowerLink Pro100™ creates multi-homed networks without BGP to eliminate link congestion and bottlenecks for fault tolerant connectivity and continuous service availability. Key benefits include:

- Intelligent traffic management and load balancing across all links
- Automatic link failover including VPN and VoIP failsafe with traffic shaping to guarantee availability and performance



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Phone: (800) 669-6242
Fax: (763) 551-0664
WEB: www.astrocorp.com
EMAIL: salesinfo@astrocorp.com

Load Balancing

Virtual Booth 3847 • Virtual Product 1640



Retail price
\$4,000

Internet Service Management Device
Entry Level Model ISMD-5M (up to 5Mbps)
ISMD is a comprehensive **Network Traffic Management System** that features multi-homing load balancing, Application-layer traffic shaping, P2P traffic filtering and worm-scan detection and blocking. Your ROI guaranteed in less than one year.



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Phone: (631) 467-4381
Fax: (631) 467-4597
WEB: www.rether.com
EMAIL: mi@rether.com

Load Balancing

Virtual Booth 4172 • Virtual Product 2178



The VIEO appliance manages performance of Microsoft Web and Citrix application infrastructures, unifying visibility and control in a single intuitive interface. In Web environments it measures application service levels in real time, diagnoses problems, and automates changes required for business certainty. For Citrix environments, it enables proactive problem diagnosis before users call the help desk and automatically provisions servers to meet business demands.



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Austin, TX 78759
Phone: (866) 999-VIEO (8436)
Fax: (512) 257-3101
WEB: www.vieo.com
EMAIL: sales@vieo.com

Load Balancing

Virtual Booth 4241 • Virtual Product 2374



BIG-IP 5000: Award Winning Application Traffic Mgmt.

- Ensure applications are always available
- Accelerate applications by up to 3x's
- Triple server capacity/reduce bandwidth costs by up to 80%
- Greater network and application security
- Industry leading performance
- Simple to manage, new GUI interface



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Seattle, WA 98119
Phone: (866) 543-9373
Fax: (206) 272-5556
WEB: www.f5.com/22523b
EMAIL: sales@f5.com

Load Balancing

Virtual Booth 3892 • Virtual Product 1758



The XC-DPG602 is an authoritative DNS to IP gateway that resolves a domain name to its respective IP addresses. This new capability allows for outbound & inbound loadbalancing and failover for servers located behind the gateway

2 x 10/100 WAN Ports • 4-Port 10/100 Switch
5 yr. warranty • FREE Tech Support
FREE Firmware upgrades



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EMAIL: sales@xincom.com

Load Balancing

Virtual Booth 4002 • Virtual Product 1948



Starting at
\$5,000

Allot Communications' traffic management solutions ensure peak performance for high-priority business applications, throttle/block low-priority network traffic (such as P2P), optimize bandwidth utilization based on priorities and provide frontline protection against network aware viruses and DoS attacks. Allot offers a broad portfolio of award-winning LAN- and WAN-based traffic management solutions with inherent scalability and throughput from 2Mbps to 1Gbps.



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Fax: (952) 944-3555
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EMAIL: info@allot.com

LRE & xDSL

Virtual Booth 4163 • Virtual Product 2148

\$999.99
per unit



- LRE Technology enables 10Mbps data transfer over 1.2km
- VLAN and Flow Control
- Established network utilizing existing phone lines (RJ-11)
- Ability to configure the Switch remotely through Telnet
- Simple Network Management Protocol (SnMP) feature
- Rack Mountable
- \$65.00 per each CPE modem



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Fax: (626) 964-2690
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EMAIL: jacob.holker@gigafast.com

Network Management

Virtual Booth 3969 • Virtual Product 1885

Manage DMZ Devices with a Secure Solution

ZoneRanger is Tavve's new appliance for securely managing devices in your network DMZ. **ZoneRanger** is a unique and unparalleled solution for managing difficult to reach areas of your network such as DMZs and TZs, extranets, or overlapping IP subnet ranges. Integrating with your network management station, **ZoneRanger** leverages your existing software tools to monitor your devices and applications in the DMZ, proxy SNMP requests, and handle UDP traffic: SNMP traps, syslog events, NetFlow/IPFIX data and SFlow data. All this information is securely passed through a single firewall port via a 128-bit encrypted TCP connection. **ZoneRanger** is a viable, cost-effective, and secure solution to meet your DMZ management needs.



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Morrisville, NC 27560
Phone: (888) 950-2131
Fax: (919) 380-7147
WEB: www.tavve.com
EMAIL: sales@tavve.com

Network Management

Virtual Booth 4067 • Virtual Product 2025



Airemote delivers intelligence and control from your remote network. It provides a flexible, scalable means of managing and monitoring your remote locations. This temperature-hardened device gives you diverse I/O to connect to virtually any device, on-board scripting environment for data adaptation, integrated networking capabilities and secure, flexible WAN connectivity.



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Phone: (800) 798-8896
WEB: www.appliedinnovation.com


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Network Management

Virtual Booth 3980 Virtual Product 1994



Without Qovia on your VoIP network, you re driving blind. VoIP Networks Don t Run Themselves. That s why you need the VoIP Management Tools from Qovia.



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Network Management

Virtual Booth 2875 Virtual Product 1733



xMON: Agentless Application, Network Monitoring & Recovery System

Ideal for Linux, Windows & Mixed Environments
Easy to Implement & Maintain-Secure & Affordable
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Proactive Monitoring, Complete SNMP Support
Capacity Planning, Trend Analysis, Management Reports



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WEB: www.xceedium.com

Fax: (212) 321-2280
EMAIL: sales@xceedium.com

Network Management


Virtual Booth 3082 • Virtual Product 1799

NSA 1041

NexGate is the next-generation network security appliance platform designed to meet the high demands of a hardware platform, network security box, desktop or firewall for SMB (small to medium business) & corporate network security devices. **\$721 barebone unit (includes CPU)**

The new NSA 1041 main features:

- 1U Rack mount Network Security Appliance with Intel® UVL Intel® Celeron Processor 650MHz
- DDR RAM and 4 Ethernet Ports
- 1U rack mount chassis, 650MHz
- One on board Compact Flash Socket
- Four 10/100 Base T/TX RJ45 connectors.
- One internal 3.5" HDD bay.
- Support PCI expansion by 32bit/33 MHz PCI riser card



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Fremont, CA 94538
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EMAIL: sales@nexcom.com

Router

Virtual Booth 4219 • Virtual Product 2303



Coppercom CSX

The CopperCom CSX is an RUS listed, next generation switching system that provides Class 4, Class 5 and IP Services. With a complete set of features including residential CLASS and custom calling features, business group, CALEA, LNP and centrex, the CSX is the perfect solution for service expansion or legacy switch replacement.



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WEB: www.coppercom.com

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Router

Virtual Booth 3749 • Virtual Product 1486

Starting at
\$30,000



- Predictable performance through patented three CPU design delivers best-in-class resiliency and security
- Deliver non-blocking, line-rate forwarding with access control lists (ACLs) & QoS across all line cards
- Three flexible chassis-based systems to match your capacity and cost needs



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Router

Virtual Booth 4236 • Virtual Product 2341



Quad WAN Broadband Router - PermaLink PRI-684

- World's only QuadWAN w/ inbound load balancing for web hosting. Failover, load balancing between WAN lines
- Aggregate Bandwidth and one network connection
- Mix DSL, Cable and Satellite broadband line between WAN lines
- T1 alternative. Combine bandwidths of multiple WAN lines



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Router

Virtual Booth 3895 • Virtual Product 1762

\$895



Q2300 Ethernet QoS Access Router

- For Ethernet/DSL/cable services
- All-in-one device, combines an IP router, VPN, QoS, firewall and Ethernet switch
- Web GUI provides simple installation and graphical reports
- Prioritizes traffic for quality VoIP



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Access Control

Virtual Booth 3813 • Virtual Product 1603

Starting at

\$9995



Caymas Systems enables organizations to control access, and control their business with the world's first Identity-Driven Access Gateways. Caymas solutions integrate third generation remote access, ultra secure extranets and wire speed internal access control, allowing enterprises, government agencies, and institutions to extend information assets to employees, customers, and partners.

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SYSTEMS

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WEB: www.caymas.com
EMAIL: sales@caymas.com

Access Control

Virtual Booth 3788 • Virtual Product 1555

Starting at

\$32,500



With Ingrian DataSecure Platforms, companies can address one of today's most critical security threats--data left unprotected within applications, databases or storage systems. DataSecure provides controls for securing sensitive data, delivering granular, field-level encryption; centralized, FIPS-compliant key management; integrated authentication and authorization; and robust logging and auditing.



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EMAIL: inquiries@ingrian.com

Access Control

Virtual Booth 3659 • Virtual Product 1221

Starting at

\$12,000



The **Password Auto Repository (PAR)** is the leading comprehensive Administrative password solution that includes the release, change, and verification of critical shared administrative passwords. The PAR is a clientless appliance-based solution providing ubiquitous secure password accessibility. Addresses password management for Operating Systems, Firewalls, Databases and more!



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Fax: (302) 793-4985
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EMAIL: par-info@e-dmzsecurity.com

Access Control

Virtual Booth 3933 • Virtual Product 1819



- Hardened appliance design for secure RADIUS/AAA delivery
- User administration via intuitive web GUI
- Quick installation and easy upgrades
- Interoperable out of the box with wide variety of devices and data stores
- Simplifies 802.1x for port authentication and wireless
- Helps secure firewalls and VPNs with role-based security



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Access Control

Virtual Booth 3796 • Virtual Product 1567



\$400

The Proximity Security System will completely secure your system. Each authorized user is assigned an RF badge, which is coded. When an authorized user is within the proximity of the computer, the user is allowed access to the system. When he or she leaves the specified proximity, the computer goes into sleep mode, a screen saver is displayed, and the keyboard is deactivated.



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Access Control

Virtual Booth 3866 • Virtual Product 1701



The BioTouch® PC Card provides a fully functional optical fingerprint reader inside a single Type II PC Card.

- Encryption option secures fingerprint image transmission between the reader and a computer
- Advanced CMOS camera technology delivers high image quality and reliability
- PCMCIA interface supports plug and play operation



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EMAIL: info@identix.com

Access Control

Virtual Booth 3516 • Virtual Product 1919

Biometric PKI Network Enterprise Solution

With the **BioStik™**, Index Security Inc. and partner SecureMethods provide a Bio-PKI Network Solution offering "Triple Factor Authentication"; a legally binding digital signature with a Transaction-based Audit Trail. Our Bio-PKI solution is the highest level of data security today, DoD grade. An embedded PKI appliance mechanism grants your users access biometrically, with digitally signed and encrypted remote access to your servers especially via the Web. It leaves a complete audit trail of transactions of file accesses, including who, what, when, where, and how they did it rather than by normal session base. This solution seamlessly provides the highest level of security, for multiple application servers without the need for modification. **Starting price \$30,000** for 99 users, unlimited users **\$60,000** based on configuration.



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Access Control

Virtual Booth 3938 • Virtual Product 1829



Ritech BioSlimDisk iCool

- First ever portable security device with fingerprint enabled swipe sensor
- Truly driverless device enforcing "Secure Data Mobility"
- Built-in enrollment and authentication engine
- Windows logon and encryption capabilities
- Capable of password synchronization
- An ultimate protection of your privacy



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Access Control

Virtual Booth 3580 • Virtual Product 1162



Access Control, Privacy and Convenience

- Strong Anti-Hacking Protection
- File Protection through Encryption
- Password Vault for Web sites
- Smart Card-based Digital Certificates

<http://sales.360degreeweb.com/pcom0402>



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Access Control

Virtual Booth 2341 • Virtual Product 1946



- Provides security and control at the touch of a finger
- Folder encryption & Data synchronization
- Setup a portable mobile email account
- Durable and great looking external case
- Supports MicroDrive (7291 series support 1.8" ATA drive)
- Supports Hi-Speed USB 2.0 interface & bus-power
- Supports Windows 98SE/Me/2000/XP



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Content Filter

Virtual Booth 3781 • Virtual Product 1544

\$85,000

Per Year



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Oversight Technologies™ provides real-time monitoring of automated financial systems to detect, prevent and deter financial loss by identifying fraud, misuse and errors.

- Extend IT security to business transaction
- Monitor controls for Sarbanes-Oxley compliance
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Content Filter

Virtual Booth 3775 • Virtual Product 1539



Enabling the Identity-Driven Enterprise

- Improves visibility of interactions among users and assets
- Provides real-time, continuous regulatory compliance
- Places management and operations in a position of knowledge



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Content Filter

Virtual Booth 3903 • Virtual Product 1773



Tablus Content Alarm is the industry's first comprehensive information security solution that protects confidential information—like source code, design specifications, trade secrets, financial information, personally identifiable information and protected health information—from disclosure at the desktop and across the network.

For more information, visit www.tablus.com.



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Content Filter

Virtual Booth 3751 • Virtual Product 1517



The **ProxySG 800** provides total visibility and control over all Web communications. Based on a custom object-based OS, this leading proxy appliance delivers granular policy enforcement with wire speed performance for:

- Content Filtering
- Instant Messaging Control
- Bandwidth Management
- Web Virus Scanning
- P2P Control
- Web Proxy
- Content Security



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Content Filter

Virtual Booth 4087 • Virtual Product 2050

As Low As

\$1,995

R3000 MSA appliance only



8e6R3000

- Fast, scalable and easy to install
- Filters Web and blocks P2P and Instant Messaging
- Pass-by filtering and not a point-of-failure
- Customizable Profiles and Categories
- Remote and Multilevel Administration
- Offers 80 categories with automatic updates
- Extensive reporting using the 8e6 Enterprise Reporter



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Content Filter

Virtual Booth 4173 • Virtual Product 2172



Can you trust your trusted users? With Covelight Percept™, an Enterprise can stop insider abuse and compliance violations, prevent exploitation by business partners, prevent masquerading hackers and phishers from compromising sensitive business data and company credibility. Limit risk and brand erosion by protecting mission-critical data at the source with Covelight Percept.



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EMAIL: sales@covelight.com

Content Filter

Virtual Booth 3918 • Virtual Product 1791



NetSpective WebFilter lets corporate managers prevent employees from accessing URLs that contain content the company finds objectionable.

- Supports all network environments
- Plug & Play simplicity
- HTTP, P2P, and IM blocking
- 50 URL categories



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Encinitas, CA 92024
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EMAIL: sales@nwtechusa.com

Event Correlation

Virtual Booth 4231 • Virtual Product 2338



GuardedNet's nS appliance family brings all the benefits of an appliance together with the feature richness of an enterprise-class SIM platform. The nS series can consolidate, correlate and analyze the logs of more than 100 devices, including network security products, hosts and applications, while providing full lifecycle incident management, as well as proactive policy monitoring and enforcement.



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High Performance Computing Solutions

T82 Version: 16"(W) x 13"(D) Tyan® S4882™ Quad Opteron™ MB
QK8 Version: 16"(W) x 14"(D) Iwill® QK8S™ Quad-Opteron™ MB
DQK8 Version: 2 units of 16"(W) x 14"(D) Iwill® QK8S™ MB connected via a backplane




RMC1L2-T82

- 1U Quad-Opteron
- Front-facing I/O
- 27" depth




RMC1L2-QK8

- 1U Quad-Opteron
- 27" depth




RMC2G2-T82

- 2U Quad-Opteron
- 3 x SATA/SCSI hot-swap drive bays
- 27" depth




RMC2G2-QK8

- 2U Quad-Opteron
- 2 x SCSI or SATA hot-swap drive bays
- 27" depth



RMC2E2-T82

- 2U Quad-Opteron
- HPC + storage platform



RMC4Q2-T82

- 4U Quad-Opteron
- 8 x SCSI or SATA hot-swap drive bays
- 26" depth



RMC5Q2-DQK8

- 5U
- 8-Way Opteron
- 7 x 5.25" + 2 x 3.5" external drive bays
- 29" depth

Distributors:





















Firewall

Virtual Booth 3890 • Virtual Product 1753



Mi40 Inverted Firewall Appliance

Stop attacks that bypass your perimeter security. The Inverted Firewall is the first security appliance designed to stop rapidly propagating threats on internal networks. The self-contained appliance detects and automatically contains worms and other malicious traffic without the need to deploy agents, update signatures, or rearchitect your network.



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Firewall

Virtual Booth 3650 • Virtual Product 2372



Application-Layer Inspection at Wire Speeds

- Powerful 7-Layer Security
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Antivirus

Virtual Booth 3709 • Virtual Product 1311

Starting at

\$6,495

USD



The FortiGate-300A Antivirus Firewall provides performance, flexibility, and security necessary to protect today's growing small and medium sized enterprise networks. The FortiGate-300A platform features two 10/100/1000 tri-speed Ethernet ports for networks running up to gigabit speeds.



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EMAIL: sales@fortinet.com

IDS/IPS/DoS

Virtual Booth 4102 • Virtual Product 2072

The Mazu Enforcer is designed to detect, characterize, and mitigate traffic-based network attacks with speed and precision. The Mazu Enforcer is a perimeter appliance that watches for network congestion that is caused by traffic-based threats, such as denial-of-service attacks. When the Mazu Enforcer detects an attack, it uses advanced heuristics to quickly identify the individual packets that are causing the problem. It can then filter out the attack traffic while minimizing the impact on legitimate traffic. The Enforcer also can dynamically adapt its filtering behavior as an attack progresses.

Special Features

- Regain and retain control during attacks
- Maintain full availability of network resources
- Customize and configure the deployment to meet the specific requirements of their environments



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IDS / IPS / DoS

Virtual Booth 3716 • Virtual Product 1353



Starting From

\$6,500

Interceptor - Stops Network Attacks in Real Time

- Internal & External Protection from DoS, DDos, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- Listed by Gartner as "Pure Play" in IPS
- 6 Different Intrusion Detection Models
- Integrated antivirus (Optional)
- Config available supporting ADSL to Gigabit environment



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IDS / IPS / DoS

Virtual Booth 3637 • Virtual Product 1189



Intrusion SecureNet Intrusion Prevention & Detection


- Available for 10, 100, 250 and 1,000 Mbps networks
- Software Sensor turns leading servers into IDS/IPS
- Tweak, Tune and Create Pattern-Matching and Protocol-Decode Signatures
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IDS/IPS/DoS


Virtual Booth 4134 • Virtual Product 2108



Stop Zero-Day Threats

CounterACT enterprise network security appliance is so accurate in detecting and stopping hackers and self-propagating threats that 100% of ForeScout's customers turn on automatic blocking. Its unique, patented detect and protect methodology automatically defends your network without using signatures or anomaly detection.

Accurate • Automatic • Actionable



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IDS/IPS/DoS

Virtual Booth 3872 • Virtual Product 1709



Sentivist IPS Blocks Known & Unknown Malicious Attacks!

Powerful features stop network & application-level attacks, such as distributed DoS, back doors, hybrid threats such as MS Blaster, SQL Slammer, Nimda, Code Red & SQL injection, command tampering & polymorphic buffer overflows.

Trusted.....Powerful.....Easy to USE



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IDS / IPS / DoS

Virtual Booth 4228 • Virtual Product 2334



Checkmate

- Real-time behavioral assessment of intent
- Capability to detect unique or new forms of attack
- Automated tracking and blocking
- Automated profile development to aid forensic analysis
- User-friendly graphical user interface
- Cross-platform interoperability



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WEB: www.psypnasetech.com

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IDS/IPS/DoS

Virtual Booth 4232 • Virtual Product 2339



Xfire is 'Instant Replay' for your website. Xfire captures, stores and plays back the entire session for every real user, providing monitoring and alerts on content and statistics for known problems and robust search functionality for newly discovered problems. See the behavior of your users and the response of your applications in real time with Xfire.



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IDS/IPS/DoS

Virtual Booth 3874 Virtual Product 1710



DefensePro

Radware DefensePro secures all networked applications and users against viruses, malicious intrusions and denial of service at 3Gbps for immediate protection against attacks.



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Multifunction Appliance

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Storage Networking

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Like many other types of technology implementation, hosting your own site takes planning, hardware, software, and money.

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There are dozens of reasons to host your site outside your own four walls. The most important is cost.

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Every business, whether it hosts its own site or outsources to a provider, should employ some kind of Web site monitoring tool. There are numerous tools designed to maximize ROI for your Web assets.

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NEW PRODUCTS

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■ With its new IPC-7225, **Advantech** is targeting companies that need rugged computers. ■ **HP's** new entry-level SAN starter kits will feature an integrated switch, the Brocade SilkWorm 3250. ■ To assist businesses transitioning to RFID technology, **IBM** unveiled its WebSphere RFID Premier Server software. ■ **NetScout's** DNA Helpdesk 2.0 helps IT administrators who don't want to install helpdesk software onto client PCs. ■ **Doe** announced the upcoming availability of its latest low-solvent, high-performance large-format inkjet printer. ■ **Promcon** Technology released the 3U NetFORCE 900 SATA-based NAS filer. ■ **Sunbelt Software** introduced CounterSpy Enterprise, an anti-spyware application. ■ **UNICOM** Electric introduced the copper and fiber 1000SX/LX Gigabit Interface Converter transceiver.

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Hosting Or Hiring Out Your Enterprise's Web Site

Size Doesn't Really Matter That Much

by Bruce Gain

THE DECISION TO HOST your Web site in-house or to hand the reins of its maintenance to a third party represents one of the most important—and agonizing—decisions an IT admin can make.

Such a decision is often based largely on economies of scale. Like accounting, legal services, or even storage services, outsourcing Web hosting makes more sense for small to medium-sized enterprises due to their relative small size as compared to the larger-scale needs of big-However, this superficial logic fails to take into account many factors that might weigh in favor of keeping an SME's Web site infrastructure and maintenance in-house. Among them are traffic, complexity, the Web site's importance, and in-house expertise.

Possible cost savings offered by outsourcing, for example, must be weighed against the extent to which your enterprise's livelihood is based on your Web operations management. And all of these considerations, of course, have much less to do with the size of the enterprise and more to do with the functionality and importance of your Web site. "Cost is less dependent on the size of the firm and more dependent on the design or complexity and purpose of the Web site," says Joseph Martins, an analyst for the Data Mobility Group. "I've seen quite a few mom-and-pop Web sites that would rival an enterprise Web site in terms of care and feeding. And I've seen quite a few so-called enterprise Web sites that are nothing more than simple, static brochure ware."

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HP Is Up To Big Things For 2005

SMBs with software, hardware, and the help of...

"...partners is far-reaching."

Mike Miller, "What HP and names, each a strategic alliance and partner in innovation."

ing these is Microsoft, an HP partner for as long as I can remember," according to Miller.

Palo Alto and Redmond have partnered on many fronts but recently made news with announcements around Microsoft's .NET enterprise software. HP's .NET products feature Windows Server 2003, BizTalk Server 2004, SQL Server 2000, SharePoint Portal Go to Page 18, Column 1

Storage Networking

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VoIP Gateway

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VoIP Gateway

Virtual Booth 4038 • Virtual Product 1978



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VoIP Gateway

Virtual Booth 29 • Virtual Product 1761




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VoIP Router

Virtual Booth 3339 • Virtual Product 2241



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VoIP Gateway

Virtual Booth 3987 Virtual Product 1920



EVolP-4010 is a four-channel VoIP gateway in a rack-mountable enclosure. Once installed, the EVolP-4010 provides IP trunking to remote offices or local and long-distance communications via VoIP. It includes new features such as an integrated hub for easier integration and connection to IT and phone networks and support for 110V and 220V systems in a single unit.



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VoIP Phone System

Virtual Booth 3970 • Virtual Product 1886

Multiservice Networks

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VoIP Phone System

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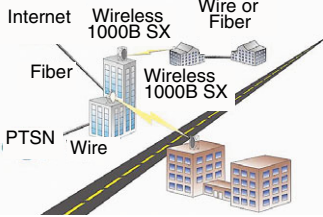


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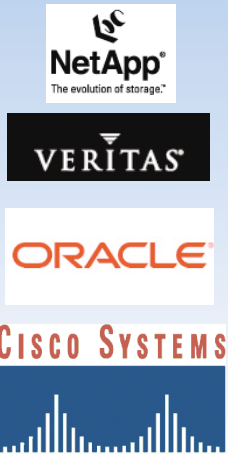
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